



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

28 May 2021

This marking guideline consists of 6 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	Airport			
	1.1.2	Charter			
	1.1.3	Destination			
	1.1.4	Principal/Provider			
	1.1.5	Travel agent			
	1.1.6	Low fat meal			
	1.1.7	Fragile			
	1.1.8	Tour guide			
	1.1.9	Short haul			
	1.1.10	Long haul			
				(10 × 1)	(10)
1.2	1.2.1	ELS✓ – Eastern Cape✓			
	1.2.2	GRJ✓ – Western Cape✓			
	1.2.3	NLP✓ – Mpumalanga✓			
	1.2.4	PHW✓ – Limpopo✓			
	1.2.5	UTN✓ – Northern Cape✓			
				(5 × 2)	(10)
1.3	1.3.1	D			
	1.3.2	F			
	1.3.3	H			
	1.3.4	A			
	1.3.5	E			
	1.3.6	B			
	1.3.7	L			
	1.3.8	G			
	1.3.9	I			
	1.3.10	K			
				(10 × 2)	(20)
					[40]
TOTAL SECTION A:					40

SECTION B**QUESTION 2**

2.1	2.1.1	CPT
	2.1.2	0925
	2.1.3	JNB
	2.1.4	1350
	2.1.5	0730
	2.1.6	1307
	2.1.7	JNB
	2.1.8	1300
	2.1.9	7
	2.1.10	803

(10 × 1) (10)

2.2 ADDENDUM B

FROM/TO					
PLZ	CARR	CLASS	ADULT	CHILD	INFANT
ELS	SA	Y	680	455	68
BFN	SA	K	1360	911	136
CPT	SA	H	830	556	83
DUR	CE	D	1640	1640	1640
JNB	CE	Y	820	549	82
PLZ	BA	B	1000	670	100
ROUTING FARE	ZAR		6330	4781	2109
ROUNDED FARE	ZAR		6330	4790	2110
VAT	ZAR	ZV	886.2	670.6	295.4
PSC (departure tax)	ZAR	ZA	47 47 47 48 48 <u>52</u> 289	289	48
YR	ZAR		740	740	740
YQ	ZAR		133	133	133
SC		EV	36	36	36
TOTAL			8414.2	6658.6	3362.4

NOTE: Use negative marking. -1 mark for any incorrect block.(30)
[40]

QUESTION 3

- | | | | | |
|-----|-------|--|-----------------------|------|
| 3.1 | 3.1.1 | May–Oct, Dry season | | (2) |
| | 3.1.2 | No | | (2) |
| | 3.1.3 | Hwangwe National Park | | (2) |
| | 3.1.4 | South Africa,✓ Mozambique✓ | | (2) |
| | 3.1.5 | <ul style="list-style-type: none"> • May 1 • Jan 1 • Dec 25 | | (3) |
| | 3.1.6 | <ul style="list-style-type: none"> • Malaria ✓ Cholera✓ • COVID-19✓ Yellow fever✓ | (Any ONE) | (2) |
| | 3.1.7 | <ul style="list-style-type: none"> • Multi-currency scheme • US Dollar • South African Rand | (Any relevant answer) | (1) |
| 3.2 | 3.2.1 | C | | |
| | 3.2.2 | B | | |
| | 3.2.3 | A | | |
| | 3.2.4 | A | | |
| | 3.2.5 | C | | |
| | | | (5 × 2) | (10) |
| 3.3 | 3.3.1 | Is an entry in a passport or other travel document made by a consular of a government to indicate the bearer has been granted authority to enter the country concerned | | |
| | 3.3.2 | To treat with a vaccine to produce immunity to a disease | | |
| | 3.3.3 | The ability to resist infection by disease | | |
| | 3.3.4 | Passenger might require a visa for transiting in a country and does not leave the airport | | |
| | 3.3.5 | Is a multipage document that gives details about the traveller's identity | | |
| | | | (5 × 2) | (10) |
| 3.4 | | <ul style="list-style-type: none"> • COVID-19 • Malaria • Yellow fever • Typhoid • Rabies | (Any 5 × 1) | (5) |

[40]

ADDENDUM C**QUESTION 4**

Client Surname		FREEMAN						
Client first name as shown in ID/passport		MORGAN						
Date of birth		Year 1971		Month AUG		Day 08		
Address		300 Beach road, Sea point, Cape town, 8002						
Tel.		Home 021 999 2157 Business 021 907 3700 Cell 021 878 1880						
FLIGHT DETAILS								
Flight		Departure			Arrival			PNR: BRT113
Flight	Class	City	Date	Time	City	Date	Time	
SA1301	Y	CPT	14 NOV	0600	UTN	14 NOV	0720	1390
SA8481	K	UTN	16 NOV	0740	JNB	16 NOV	0830	1260
CE5021	C	JNB	19 NOV	0900	ELS	19 NOV	1035	1350
SA8362	H	ELS	21 NOV	0740	DUR	21 NOV	0930	630
BA6591	Y	DUR	25 NOV	1205	JNB	25 NOV	1400	900
BA9592	B	JNB	28NOV	1400	CPT	28NOV	1600	1200
							FARE	6730✓
							PSC	294✓
							VAT	942.2✓
							SC	36✓
							YQ	266✓
							YR	580✓
							TOTAL	8848.2✓
TRAIN DETAILS								
Train		ROVOS RAIL ✓						
Compartment		ROYAL ✓						
Departure (City/Date/Time)		PTA ✓ 29NOV ✓ 1000 ✓ (*FULL CITY NAMES ARE ALSO ACCEPTABLE)						
Arrival (City/Date/Time)		DUR ✓ 01DEC ✓ 1600 ✓						
Price		R38 850 INCL SINGLE SUPPLEMENT ✓						
Other Details								
INTERCITY COACH DETAILS								
Company		GREYHOUND						
Departure (City/Date/Time)		PTA ✓ 03DEC ✓ 0750 ✓ (*FULL CITY NAMES ARE ALSO ACCEPTABLE)						
Arrival (City/Date/Time)		DUR ✓ 05DEC ✓ 0915 ✓						
Price		R450 per person ✓						
PNR number		PXB1001 ✓						
ACCOMMODATION DETAILS								
Hotel name:		LALETSA LODGE ✓						
Address:		Tel: 031 201 0786 ✓ Fax: 031 277 2098 ✓ Email: laletsa@netactive.co.za ✓						
Requirements: SGL ✓		Rate pppn/prpn: R550 × 4 NTS ✓						
Date of Arrival: 21 NOV ✓		Date of Departure: 25 NOV ✓						
Reserved by (Agent): STUDENDT NAME ✓		Confirmed by (Hotel): LETSEDI ✓						
Date of reservation (Agent): DATE OF EXAM ✓		Date of confirmation (Hotel): 08 OCT Confirmation number: SLH21NOVYC ✓						
Remarks or special requirements: NON-SMOKING ROOM ✓								
Payment details:		Client settles		Corporate account – hotel bill to be sent to:				
SETTLING DIRECTLY WITH CC		Direct		Extras to be settled directly by client (YES/NO) ✓				
VI 4902 7700 1122 7711		Credit card/cash ✓						
EXP12/2022 ✓								

NOTE: Use negative marking. -1 mark for any incorrect block.**[40]**

QUESTION 5**ADDENDUM D
ROVOS RAIL DATES AND RATES**

5.1	5.1.1	Departure date 4 th ✓ and arrival date 7 th ✓	(2)
	5.1.2	Thursday✓ and Sunday✓	(2)
	5.1.3	Royal suite✓ R72 500✓	(2)
	5.1.4	• Weekly • Every Thursday • 4 times in November	(Any ONE) (2)
	5.1.5	$R72\ 500✓ \times 50/100✓ = R36\ 250✓$ $R72\ 500✓ + R36\ 250✓ = R108\ 780✓$	(6)
5.2	5.2.1	Departing and arriving passengers have their passports and identity checked. Passports are stamped with dates in or out of the country.	
	5.2.2	Currency control usually done at banks but can be done at airports.	
	5.2.3	Registration of goods for departing passengers, checking illegal and dangerous goods.	
	5.2.4	Checks whether passengers are within required limits, size and number of pieces.	
	5.2.5	Deals with the reimbursement of VAT that you paid on goods purchased in South Africa as a non-resident.	(5 × 2) (10)
5.3	5.3.1	20–23 kg	
	5.3.2	20–23 kg	
	5.3.3	30 kg	
	5.3.4	40 kg	(4 × 2) (8)
	5.4.1	The airline will advise how the baggage should be kept. The shape and size of the baggage determines how much the passenger pays and not weight.	(Any relevant answer) (3)
	5.4.2	• Very large backpacks • Surfboards • Skis with poles and boots • Bicycles • Golf bags with golf clubs • Musical instruments longer than 100 cm	(Any 5 × 1) (5)

[40]

TOTAL SECTION B: 160
GRAND TOTAL 200