



# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **MARKING GUIDELINE**

**NATIONAL CERTIFICATE**

**TRAVEL SERVICES N4**

**19 November 2024**

**This marking guideline consists of 8 pages.**

## SECTION A

### QUESTION 1

|     |        |                                                                                                                                                                                                                                                                          |             |             |
|-----|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|
| 1.1 | 1.1.1  | C                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.2  | A                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.3  | C                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.4  | D                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.5  | D                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.6  | D                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.7  | B                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.8  | A                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.9  | C                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.10 | C                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.11 | A/B                                                                                                                                                                                                                                                                      |             |             |
|     | 1.1.12 | C                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.13 | C                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.14 | D                                                                                                                                                                                                                                                                        |             |             |
|     | 1.1.15 | D                                                                                                                                                                                                                                                                        |             |             |
|     |        |                                                                                                                                                                                                                                                                          | (15 × 1)    | (15)        |
| 1.2 | 1.2.1  | <ul style="list-style-type: none"> <li>• Gold Reef City</li> <li>• Union Buildings/Historical buildings</li> <li>• Museums/Monuments</li> <li>• Pubs/Shebeens</li> <li>• Churches/Cathedrals</li> </ul> (Use own discretion, any man-made attraction will be acceptable) | (Any 3 × 1) | (3)         |
|     | 1.2.2  | <ul style="list-style-type: none"> <li>• Foreign exchange bureaux</li> <li>• Banks</li> <li>• Travel clinics</li> <li>• Travel insurance companies</li> <li>• Tourism information offices</li> </ul>                                                                     | (Any 2 × 1) | (2)         |
| 1.3 | 1.3.1  | UTN✓ Northern Cape✓                                                                                                                                                                                                                                                      |             |             |
|     | 1.3.2  | BFN✓ Free State✓                                                                                                                                                                                                                                                         |             |             |
|     | 1.3.3  | NTY✓ North West✓                                                                                                                                                                                                                                                         |             |             |
|     | 1.3.4  | RCB✓ KwaZulu-Natal✓                                                                                                                                                                                                                                                      |             |             |
|     | 1.3.5  | PHW✓ Limpopo✓                                                                                                                                                                                                                                                            |             |             |
|     |        |                                                                                                                                                                                                                                                                          | (5 × 2)     | (10)        |
| 1.4 | 1.4.1  | Origin✓✓                                                                                                                                                                                                                                                                 |             |             |
|     | 1.4.2  | Extra seat✓✓                                                                                                                                                                                                                                                             |             |             |
|     | 1.4.3  | Fragile✓✓                                                                                                                                                                                                                                                                |             |             |
|     | 1.4.4  | Child✓✓                                                                                                                                                                                                                                                                  |             |             |
|     | 1.4.5  | Departure✓✓                                                                                                                                                                                                                                                              |             |             |
|     |        |                                                                                                                                                                                                                                                                          | (5 × 2)     | (10)        |
|     |        |                                                                                                                                                                                                                                                                          |             | <b>[40]</b> |

**TOTAL SECTION A:**

## SECTION B

### QUESTION 2

- 2.1
- Passport: Official document issued by a government, certifying the holder's identity and citizenship, and entitling them to travel under its protection to and from foreign countries.

**OR**

A multipage booklet that gives details about the traveller's identity.✓✓

- Visa: These are issued by foreign embassies or consulates. It is an endorsement into the passport of the traveller which grants them the right to enter and temporarily remain within or leave the country.

**OR**

Is an entry in a passport made by an official of a government to indicate that the bearer has been granted authority to enter or temporarily remain within the country concerned.✓✓ (Any 2 × 2) (4)

- 2.2 A widespread outbreak of an infectious disease✓ in a community.✓ (2)

- 2.3
- Firearms/Weapons
  - Gold coins/RSA banknotes
  - Unprocessed minerals
  - Animals, plants and their products
  - Medicine
  - Herbal products
- (Any 3 × 1) (3)

- 2.4
- Special meals (need to be ordered at least 72 hours before departure)
  - Medical cases
  - Wheelchair cases
  - Stretcher cases
  - Bassinet or sky cots
  - Privacy curtains for breastfeeding moms
  - The class of travel
  - Extra seats for very large passengers
  - Meet and assist
- (Any 5 × 1) (5)

- 2.5
- A
- Tickets and travel documents will be checked.✓✓
  - Baggage will be weighed and labelled. (Any 1 × 2)
- B
- Passengers may exchange their foreign currency before travelling.✓✓
  - Where travel allowance restrictions are checked. (2 × 2) (4)

|             |                                                                                                                                                                                                                                                            |             |     |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----|
| 2.6         | <ul style="list-style-type: none"> <li>• Restriction in kilograms for each suitcase/bag.✓✓</li> <li>• Your baggage may not exceed a certain maximum weight.</li> </ul>                                                                                     | (Any 1 × 2) | (2) |
| 2.7         | 2.7.1 Free baggage allowance<br>2.7.2 Checked baggage<br>2.7.3 Carry-on items/unchecked baggage/hand luggage<br>2.7.4 Passenger Safety Charge/PSC/ZA<br>2.7.5 Vaccine/Vaccination<br>2.7.6 Endemic<br>2.7.7 Tourist passport/Maxi passport<br>2.7.8 Permit | (8 × 1)     | (8) |
| 2.8         | 2.8.1 <ul style="list-style-type: none"> <li>• It is a country that is surrounded by other countries/or land.</li> <li>• It is a country that has no coastline/oceans/seas.</li> </ul>                                                                     | (Any 1 × 1) | (1) |
|             | 2.8.2 Ugandan shilling✓ (UGX)✓                                                                                                                                                                                                                             |             | (2) |
|             | 2.8.3 A 250 g<br>B 250 mℓ                                                                                                                                                                                                                                  | (2 × 1)     | (2) |
|             | 2.8.4 +256                                                                                                                                                                                                                                                 |             | (1) |
|             | 2.8.5 East African tourist visa✓✓                                                                                                                                                                                                                          |             | (1) |
|             | 2.8.6 Diarrhoea, hepatitis A, typhoid, hepatitis E, yellow fever, cholera, malaria, HIV/AIDS, meningitis                                                                                                                                                   | (Any 3 × 1) | (3) |
|             | 2.8.7 882 Stanza Bopape Street, Arcadia Pretoria✓✓                                                                                                                                                                                                         |             | (2) |
| <b>[40]</b> |                                                                                                                                                                                                                                                            |             |     |

## ADDENDUM C

### QUESTION 3

|                                                                                      |       |                                                                                             |             |       |                                                                                                                 |       |           |                    |
|--------------------------------------------------------------------------------------|-------|---------------------------------------------------------------------------------------------|-------------|-------|-----------------------------------------------------------------------------------------------------------------|-------|-----------|--------------------|
| Client surname                                                                       |       | <b>MURPHY</b>                                                                               |             |       |                                                                                                                 |       |           |                    |
| Client's first name as shown in ID/passport                                          |       | <b>EDDY</b>                                                                                 |             |       |                                                                                                                 |       |           |                    |
| Date of birth                                                                        |       | Year                                                                                        | <b>1971</b> | Month | <b>SEP</b>                                                                                                      | Day   | <b>08</b> |                    |
| Address                                                                              |       | <b>15 CURRIE STREET, BEACON BAY, 5241</b>                                                   |             |       |                                                                                                                 |       |           |                    |
| Tel                                                                                  |       | Home <b>043 999 2157</b><br>Business <b>043 907 3700</b><br>Cell <b>071 878 1880</b>        |             |       |                                                                                                                 |       |           |                    |
| <b>FLIGHT DETAILS</b>                                                                |       |                                                                                             |             |       |                                                                                                                 |       |           |                    |
| <b>Flight</b>                                                                        |       | <b>Departure</b>                                                                            |             |       | <b>Arrival</b>                                                                                                  |       |           | <b>PNR: QWR113</b> |
| Flight                                                                               | Class | City                                                                                        | Date        | Time  | City                                                                                                            | Date  | Time      |                    |
| SA481                                                                                | H     | ELS                                                                                         | 21 JUL      | 1900  | PLZ                                                                                                             | 21JUL | 1935      | 510.00             |
| SA647                                                                                | Y     | PLZ                                                                                         | 25 JUL      | 0805  | CPT                                                                                                             | 25JUL | 1425      | 850.00             |
| BA628                                                                                | C     | CPT                                                                                         | 28JUL       | 1330  | JNB                                                                                                             | 28JUL | 1540      | 1 900.00           |
| BA621                                                                                | B     | JNB                                                                                         | 05AUG       | 1110  | DUR                                                                                                             | 05AUG | 1220      | 700.00             |
|                                                                                      |       |                                                                                             |             |       |                                                                                                                 |       | FARE      | 3 960.00✓          |
|                                                                                      |       |                                                                                             |             |       |                                                                                                                 |       | VAT       | 594.00 ZV✓         |
|                                                                                      |       |                                                                                             |             |       |                                                                                                                 |       | PSC       | 194.00 ZA✓         |
|                                                                                      |       |                                                                                             |             |       |                                                                                                                 |       | SC        | 24.00 EV✓          |
|                                                                                      |       |                                                                                             |             |       |                                                                                                                 |       | YQ        | 266.00 YQ✓         |
|                                                                                      |       |                                                                                             |             |       |                                                                                                                 |       | YR        | 280.00 YR✓         |
|                                                                                      |       |                                                                                             |             |       |                                                                                                                 |       | TOTAL     | <b>5 318.00✓</b>   |
| <b>TRAIN DETAILS</b>                                                                 |       |                                                                                             |             |       |                                                                                                                 |       |           |                    |
| Train                                                                                |       | <b>ROVOS RAIL✓</b>                                                                          |             |       |                                                                                                                 |       |           |                    |
| Compartment                                                                          |       | <b>ROYALE SINGLE SUITE✓</b>                                                                 |             |       |                                                                                                                 |       |           |                    |
| Departure (City/Date/Time)                                                           |       | <b>PTA ✓ /30JUL ✓ /0850 ✓</b> (*FULL CITY NAMES ARE ALSO ACCEPTABLE)                        |             |       |                                                                                                                 |       |           |                    |
| Arrival (City/Date/Time)                                                             |       | <b>CPT✓/31JUL ✓ /1200 ✓</b>                                                                 |             |       |                                                                                                                 |       |           |                    |
| Price                                                                                |       | <b>R25 900.004 830 INCL SINGLE SUPPLEMENT ✓</b>                                             |             |       |                                                                                                                 |       |           |                    |
| Other Details                                                                        |       |                                                                                             |             |       |                                                                                                                 |       |           |                    |
| <b>INTERCITY COACH DETAILS</b>                                                       |       |                                                                                             |             |       |                                                                                                                 |       |           |                    |
| Company                                                                              |       | <b>TRANSLUX</b>                                                                             |             |       |                                                                                                                 |       |           |                    |
| Departure (City/Date/Time)                                                           |       | <b>CPT✓/02AUG✓/1130 ✓</b> (*FULL CITY NAMES ARE ALSO ACCEPTABLE)                            |             |       |                                                                                                                 |       |           |                    |
| Arrival (City/Date/Time)                                                             |       | <b>PTA✓/03AUG✓/0915 ✓</b>                                                                   |             |       |                                                                                                                 |       |           |                    |
| PNR number                                                                           |       | <b>TBX 117✓</b>                                                                             |             |       |                                                                                                                 |       |           |                    |
| Price                                                                                |       | <b>R1 050.00✓</b>                                                                           |             |       |                                                                                                                 |       |           |                    |
| <b>ACCOMMODATION DETAILS</b>                                                         |       |                                                                                             |             |       |                                                                                                                 |       |           |                    |
| Hotel name:                                                                          |       | <b>PETITE PROVENCE B&amp;B ✓</b>                                                            |             |       |                                                                                                                 |       |           |                    |
| Address: <b>125 BEACH ROAD DUBAN 4001✓</b>                                           |       | Tel: <b>032 368 8220 ✓</b><br>Fax <b>032 304 8265✓</b><br>Email: info@petiteprovence.co.za✓ |             |       |                                                                                                                 |       |           |                    |
| Requirements: <b>SGL✓</b>                                                            |       | Rate pppn/prpn: <b>R650 x 5 NTS✓</b>                                                        |             |       |                                                                                                                 |       |           |                    |
| Date of Arrival: <b>05 AUG✓</b>                                                      |       | Date of Departure: <b>10 AUG✓</b>                                                           |             |       |                                                                                                                 |       |           |                    |
| Reserved by (Agent): <b>STUDENT NAME✓</b>                                            |       | Confirmed by (Hotel): <b>LUCY✓</b>                                                          |             |       |                                                                                                                 |       |           |                    |
| Date of reservation (Agent): <b>(DATE OF EXAM)✓</b>                                  |       | Date of confirmation (Hotel): <b>08 MAY✓</b><br>Confirmation number: <b>MVR08MAYLL✓</b>     |             |       |                                                                                                                 |       |           |                    |
| Remarks or special requirements: <b>ROOM WITH A SEAVIEW✓</b>                         |       |                                                                                             |             |       |                                                                                                                 |       |           |                    |
| Payment details: <b>SETTLING DIRECTLY WITH CC VI 4902 7700 1122 7711 EXP12/2028✓</b> |       | Client settles directly <b>Credit card/cash✓</b>                                            |             |       | Corporate account – hotel bill to be sent to:<br><br>Extras to be settled directly by client ( <b>YES/NO</b> )✓ |       |           |                    |

Note:

Use negative marking. -1 mark for any incorrect block.  
Do not penalise if the tax codes and cents (0.00) are not stated.

## ADDENDUM D

### QUESTION 4.1

**NOTE: Use negative marking. Subtract 1 mark for any incorrect block. Subtract one mark if the cents are not dropped and tax codes are not indicated.**

| FROM/TO:        | CARR | CLASS | ADULT           | CHILD           | INFANT          |
|-----------------|------|-------|-----------------|-----------------|-----------------|
| ELS<br>PLZ      | SA   | H     | 510.00          | 341.00          | 51.00           |
| CPT             | SA   | Y     | 850.00          | 1 273.00        | 85.00           |
| JNB             | BA   | C     | 1 900.00        | 1 280.00        | 190.00          |
| DUR             | BA   | B     | 700.00          | 470.00          | 70.00           |
| FARE            | ZAR  |       | 3 960.00        | 3 364.00        | 396.00          |
| FARE<br>ROUNDED | ZAR  |       | 3 960.00        | 3 370.00        | 400.00          |
| VAT             | ZAR  |       | 594.00 ZV       | 505.50 ZV       | 60.00 ZV        |
| PSC             | ZAR  |       | 194.00 ZA       | 194.00 ZA       | NIL             |
| YR              | ZAR  |       | 280.00 YR       | 280.00 YR       | 280.00 YR       |
| YQ              | ZAR  |       | 266.00 YQ       | 266.00 YQ       | 266.00 YQ       |
| SC              | ZAR  |       | 24.00 EV        | 24.00 EV        | 24.00 EV        |
| <b>TOTAL</b>    |      |       | <b>5 318.00</b> | <b>4 639.50</b> | <b>1 030.00</b> |

(30)

4.2 A transfer to another flight using the same airline/carrier

(1)

- 4.3
- Advise clients on different destinations/Provide travel information
  - Make reservations
  - Calculate airfares, issue air tickets and arrange for provision of foreign currency
  - Issue hotel vouchers
  - Book tours (liaison with providers)
  - Compile itineraries
  - Advise on health documents and visas (travel information)
  - Salesperson
  - Sell insurance

(Any 4 × 1)

(4)

- 4.4
- En suite bathroom in each compartment
  - Modern decor
  - TV, interactive entertainment systems, Blue Ray DVDs and CDs
  - Air-conditioning/heating
  - Lounge car with large observation windows and bar
  - Dining car
  - Small library and souvenir shop
  - Includes table d'hôte meals, room service, and snacks
  - Conference car used on certain routes
  - Paraplegic suite
  - Compartments are fully carpeted and soundproofed
  - Private butler
  - Limited on-board laundry and valet services
  - Safes in all suites
  - Wi-Fi in all suites
- (Any 5 × 1) (5)
- 4.5
- |        |              |
|--------|--------------|
| 4.5.1  | 14:05/14h05  |
| 4.5.2  | 1303/SA1303  |
| 4.5.3  | ELS          |
| 4.5.4  | 19:00/19h00  |
| 4.5.5  | 481/ SA 481  |
| 4.5.6  | PLZ          |
| 4.5.7  | 13:35/13h35  |
| 4.5.8  | 13:45/13h45  |
| 4.5.9  | 15:25/15h25  |
| 4.5.10 | 6282/BA 6282 |
- (10 × 1) (10)  
**[50]**

## QUESTION 5

- 5.1      5.1.1      Twenty minutes from King Shaka International Airport✓✓ (2)
- 5.1.2      French-style✓ guest house, echoing glimpses of a Provencal villa✓ with splashes of lavender, the colours, and hospitality typical of Provence in the South of France (Any 2 × 1) (2)
- 5.1.3      Choose from fresh croissants with home-made jams,✓ or our famous choc-chip muffins;✓ combine it with anything on the buffet as well as your own choice of English breakfast (Any 2 × 1) (2)
- 5.1.4      Nestled in a quiet, tropical garden with a pool✓ alongside a park,✓ Petite Provence is only 300 m from the main beach✓ in Salt Rock. Ballito offers many additional attractions to holidaymakers, including fantastic family adventures, swimming✓ and surfing beaches, tidal pools, fishing spots and shopping complexes (Any 4 × 1) (4)
- 5.1.5      Air-conditioning/heater,✓ free WiFi,✓ DSTV,✓ fridge✓ and hospitality tray,✓ 100% cotton percale linen, beach towels, hairdryer, luxurious toiletries (Any 5 × 1) (5)

## 5.2      VOUCHER

### ADDENDUM F

|                                           |                                      |                                    |                                                          |                               |                                           |
|-------------------------------------------|--------------------------------------|------------------------------------|----------------------------------------------------------|-------------------------------|-------------------------------------------|
| <b>HOTEL VOUCHER</b>                      |                                      |                                    |                                                          |                               |                                           |
| <b>PASSENGER'S NAME</b><br>MR EDDY MURPHY |                                      |                                    |                                                          |                               |                                           |
| <b>HOTEL</b><br>PETITE PROVENCE B&B       |                                      |                                    | <b>ADDRESS</b><br>7 MDONI ROAD, SALT ROCK, BALLITO, 4301 |                               |                                           |
| <b>REQUIREMENTS</b><br>1 X SGL            |                                      |                                    | <b>TEL:</b><br>032 525 5316 / 063 407 2251               |                               |                                           |
| <b>DATE OF ARRIVAL</b><br>05AUG           |                                      | <b>DATE OF DEPARTURE</b><br>10 AUG |                                                          | <b>RATE</b><br>ZAR 650 X 5NTS |                                           |
| <b>ACCOUNT</b>                            | <b>FULL ACCOUNT</b>                  |                                    | <b>RESERVED BY</b><br>STUDENT                            | <b>DATE</b><br>EXAM DATE      | <b>CONFIRMED BY</b><br>LUCY<br>MVR08MAYLL |
|                                           | <b>EXTRAS TO BE SETTLED DIRECTLY</b> | X                                  | <b>REMARKS</b><br>ROOM WITH A SEA VIEW                   |                               |                                           |

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

(15)  
[30]

**TOTAL SECTION B: 160**  
**GRAND TOTAL: 200**