



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

TRAVEL SERVICE N4

24 November 2025

This marking guideline consists of 8 pages.

SECTION A

QUESTION 1

1.1	1.1.1	A	(10 × 1)	(10)
	1.1.2	D		
	1.1.3	B		
	1.1.4	B		
	1.1.5	D		
	1.1.6	C		
	1.1.7	B		
	1.1.8	A		
	1.1.9	B		
	1.1.10	D		
1.2	1.2.1	HLA;✓ Gauteng✓	(5 × 2)	(10)
	1.2.2	BFN; ✓Free State✓		
	1.2.3	MQP/KMIA;✓ Mpumalanga✓		
	1.2.4	NTY;✓ North West✓		
	1.2.5	RCB;✓ KwaZulu-Natal✓		
1.3	1.3.1	B	(10 × 1)	(10)
	1.3.2	H		
	1.3.3	C		
	1.3.4	F		
	1.3.5	A		
	1.3.6	D		
	1.3.7	E		
	1.3.8	L		
	1.3.9	K		
	1.3.10	G		
1.4	B		(5 × 2)	(10)
	E			
	G			
	I			
	J			
				[40]

[40]

SECTION B

QUESTION 2

2.1 WCHR

- Pax needs wheelchair out of the building
 - Pax needs wheelchair across the ramp
 - Pax is able to ascend the steps on his/her own
 - Service is requested by elderly people, people with injuries or disabilities
- (Any 2 × 1)

WCHS

- Pax cannot walk to the aircraft
 - Pax cannot ascend/descend
 - Taken from the terminal and up into the aircraft
 - Uses a passenger aid unit
- (Any 2 × 1)
(2 × 3) (6)

- 2.2
- Also known as hand baggage, carry-on baggage or cabin baggage.
 - Baggage that is carried onboard with the passenger and is restricted in size and weight.
- (2)

- 2.3
- Tax invoice
 - Airline ticket
 - Passport
- (3)

- 2.4 Transit visa:
- Pax who is transiting a country and does not leave the airport
 - Allows the traveller to enter a country temporarily to catch another flight to his/her onward destination
 - Temporary visa only for a few hours or up to 2 days
- (Any 2 × 1)

Visa

- An entry in a passport by official government to indicate that a bearer has been granted authority to enter a country
 - The visa is for the final destination of a traveller
 - A regular visa usually valid for 30 days
- (Any 2 × 1)
(2 × 2) (4)

- 2.5
- Seats
 - First class seats
 - Class of travel
 - Special meals
 - Basinet/sky cradle
 - First class – entertainment
- (Any 4 × 1) (4)

2.6	2.6.1	Emigration		
	2.6.2	Rabies		
	2.6.3	Quarantine		
	2.6.4	Immunity		
	2.6.5	Pooling of baggage		
	2.6.6	ACSA/Airports Company of South Africa		
	2.6.7	IATA/International Air Transport Association		
	2.6.8	Low fat meal/LFML	(8 × 1)	(8)
2.7	2.7.1	+39		(1)
	2.7.2	Rome ROM		(2)
	2.7.3	Spring (April to June) and early autumn (September to October) are generally considered the best times for pleasant weather, fewer crowds, and vibrant landscapes.		(2)
	2.7.4	The official language is Italian. However, English is widely spoken in tourist areas, hotels, and restaurants.		(2)
	2.7.5	Address: 796 George Ave, Arcadia, Pretoria, 0083, South Africa		(2)
	2.7.6	• A completed visa application form • Valid passport with at least two blank pages • Passport-sized photos • Travel itinerary • Proof of accommodation • Proof of sufficient funds • Travel insurance • Visa application fee	(Any 4 × 1)	(4)
				[40]

QUESTION 3

ADDENDUM C

Client Surname		HART ✓						
Client first name as shown in id/passport		KEVIN ✓						
Date of birth		Year	1971 ✓	Month	SEP ✓	Day	08 ✓	
Address								
Tel		Home 011 999 2157 Business 011 907 3700 Cell 071 878 1880 ✓						
FLIGHT DETAILS								
Flight		Departure			Arrival			PNR: JF68CD ✓
Flight	Class	City	Date	Time	City	Date	Time	
BA8301	C	CPT	14JAN	07:00	DUR	14JAN	08:20	
BA8481	B	DUR	16JAN	08:40	JNB	16JAN	09:30	
SA6238	J	JNB	19JAN	10:00	PLZ	19JAN	11:35	
SA 4808	Y	PLZ	21JAN	08:40	CPT	21JAN	10:30	
							FARE	4930.00 ✓
							VAT	739.50 ZV ✓
							PSC	195.00 ZA ✓
							YR	280.00 YR ✓
							YQ	266.00 YQ ✓
							SC	24.00 EV ✓
							TOTAL	6434.50 ✓
TRAIN DETAILS								
Train		BLUE TRAIN ✓						
Compartment		DELUXE SINGLE ✓						
Departure(City/Date/Time)		PRETORIA / 08JAN/ 10:00 ✓						
Arrival(City/Date/Time)		CAPE TOWN/ 12 JAN/ 16:00 ✓						
Price		ZAR 25 750 PP INCL SINGLE SUPPLEMENT ✓						
REF		BLT082 ✓						
INTERCITY COACH DETAILS								
Company		TRANSLUX ✓						
Departure (City/Date/Time)		CAPE TOWN/ 24 JAN/ 07:50 ✓						
Arrival (City/Date/Time)		JOHANNESBURG/ 25 JAN/ 13:30 ✓						
PRICE		R550.00 ✓						
PNR number		KB88DC ✓						
ACCOMMODATION DETAILS								
Hotel name:		THE PAXTON ✓						
Address:		CARNAVON PLACE CNR, BEACHROAD HUMERAIL GQEBERHA 6001 ✓						
Requirements: SGL ✓		Rate pppn/prpn: R830 P R P N ✓						
Date of Arrival: 19 JAN ✓		Date of Departure: 21 JAN ✓						
Reserved by (Agent): STUDENT NAME ✓		Confirmed by (Hotel): JENNY ✓						
Date of reservation (Agent): (DATE ✓ OF EXAM)		Date of confirmation (Hotel): 01NOV ✓ Confirmation number: JB01NOVLP ✓						
Remarks or special requirements: ROOM WITH AIRCON ✓								
Payment details: SETTLING DIRECT WITH CC VISA 7700 1122 7711 027 ✓		Client settles Direct <u>Credit card/cash</u> ✓			Corporate account-hotel bill to be sent to: Extras to be settled directly by client (YES/NO) ✓			

Note:

- Allocate marks according to the ticks.
- Deduct 1 mark for any alterations and corrections on the booking form.
- Deduct 1 mark for not using 2 decimals.
- Deduct 1 mark for not writing the tax codes.
- PTA/PRY can also be used because PRY is WONDERBOOM AIRPORT.
- City codes for departure and arrival city are acceptable.
- Personal information – mark per block.
- Codes and dates must be in capital letters.
- Deduct 1 mark if it is not written in caps.

QUESTION 4

ADDENDUM D

4.1

FROM/TO: CPT	CARR	CLASS	ADULT	CHILD	INFANT
DUR	BA	C	✓1 900,00	✓1 280,00	✓190,00
JNB	BA	B	✓700,00	✓470,00	✓70,00
PLZ	SA	J	✓1 480,00	✓991,00	✓148,00
CPT	SA	K	✓710,00	✓475,00	✓71,00
-----✓					
FARE	ZAR		4 790,00	✓3 216,00	✓479,00
FARE ROUNDED	ZAR		✓4 790,00	✓3 220,00	✓480,00
VAT (15%)	ZAR		✓718,50 ZV	✓483,00ZV	✓72,00ZV
PSC	ZAR		✓195,00 ZA	✓195,00ZV	✓NIL/ EXEMPT
SC	ZAR		24,00EV✓	24,00EV	24,00EV
YR	ZAR		280,00YR✓	280,00YR	280,00YR
YQ	ZAR		✓266,00YQ	266,00YQ	266,00YQ
TOTAL	ZAR		6 273,50✓	✓4 468,00	✓1 122,00

(30)

NOTE:

- Deduct 1 mark for not ending using two decimals.
- Deduct 1 mark for not writing the correct TAX code.
- Mark per line.

- 4.2
- 4.2.1 JNB
 - 4.2.2 20:4
 - 4.2.3 18:15
 - 4.2.4 BA6236
 - 4.2.5 DUR
 - 4.2.6 TWO
 - 4.2.7 FIVE
 - 4.2.8 13:05
 - 4.2.9 UTT
 - 4.2.10 ER3

(10 × 1)

QUESTION 5

5.1	5.1.1	Located in the city centre/usually for business travel/high-rise building/over 300 rooms (Any ONE)	
	5.1.2	Low-cost accommodation with minimal facilities/Dormitories with bunk beds with minimal facilities (Any ONE)	
	5.1.3	Cold breakfast/Tea, coffee and a croissant, cold meats, cheeses, fruit (Any ONE)	
	5.1.4	Items or services placed in a guest's room for their comfort.	
	5.1.5	6 pm release/Guest who informed the hotel that they will be checking in after 18:00 (Any ONE)	
	5.1.6	Additional charge for a double room that is occupied by one person	
	5.1.7	Special rate for business guests who uses the hotel regularly (7 × 2)	(14)
5.2	5.2.1	$R1\ 200 \times 2 \text{ pax} \times 8 \text{ nts} \checkmark = R19\ 200\checkmark$	(2)
	5.2.2	Breakfast and dinner or breakfast or one other meal	(1)
	5.2.3	1st night's rate or $R1\ 200 \times 2 = R2\ 400$	(2)
	5.2.4	Babysitting, car rental, concierge, currency exchange, laundry (Any 2 × 1)	(2)
	5.2.5	Nelson Mandela Square, Monte Casino, Rosebank Mall, Sandton City (Any 2 × 1)	(2)
	5.2.6	Business centre, secretarial services, valet parking (Any 2 × 1)	(2)

5.3 ADDENDUM F: VOUCHER

HOTEL VOUCHER				
PASSENGER'S NAME				
MR JOSEPH CHAUKE ✓/JOSEPH/CHAUKE MR				
HOTEL			ADDRESS	
MARIOTT HOTEL MELROSE ARCH✓			42 THE HIGHT ST, MELROSE, JOHANNESBURG, 2076✓	
REQUIREMENTS			TEL:	
1 X DBL			011 495 4200✓	
Or				
1 DBL room✓				
DATE OF ARRIVAL		DATE OR DEPARTURE		RATE
7 JUL✓		15 JUL✓		ZAR 1 200 P P S P N
				Or R1 200 x 2 x 8nts
				OR R1 200 x 2 x 8 = R19 200✓
ACCOUNT	FULL ACCOUNT	X	RESERVED BY	DATE
		✓	STUDENT NAME✓	PATIENCE✓
			DATE OF EXAM✓	15 FEB✓
	EXTRAS TO BE SETTLED DIRECT	X	REMARKS	
		✓	VI 4531 2342 9874 2345 EXP 12/2026) ✓	

(15)
[40]

NOTE:

- Both passengers' names may appear on the voucher.
- Mrs Yolanda Chauke's name may also appear alone.
- The credit card details may be under ACCOUNT as well.
- Full account or extras to be settled or both may be ticked.

TOTAL SECTION B: 160
GRAND TOTAL: 200