



# higher education & training

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

N1560(E)(J22)H  
**JUNE EXAMINATION**

**NATIONAL CERTIFICATE**

**TRAVEL SERVICES N5**

(22030145)

**22 June 2016 (X-Paper)**  
**09:00–12:00**

**OPEN-BOOK EXAMINATION**

**REQUIREMENTS:** Candidates will require the 2016 Fares within Africa handout.

Candidates may use their DTT Manual.

Calculators may be used.

**Downloaded from**

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This

CANDIDATES MUST

EXAMINATION NUMBER

CENTRE NUMBER:

TO BE COMPLETED

TOTAL MARKS OBTAINED

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**EXAMINATION NUMBER:**

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**DEPARTMENT OF HIGHER EDUCATION AND TRAINING  
REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE****TRAVEL SERVICES N5****TIME: 3 HOURS****MARKS: 200**

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**INSTRUCTIONS AND INFORMATION**

1. This is an open-book examination, but individual work is required.
  2. ALL the questions must be answered on the QUESTION PAPER. NO ANSWER BOOK is necessary. Remember to write your EXAMINATION NUMBER in the space provided at the top of each page.
  3. Answer ALL the questions.
  4. Read ALL the questions carefully.
  5. Show ALL calculations.
  6. VAT is 14% (show decimals after the comma, do not round off).
  7. Use fares and taxes as given in the DTT manual, the 2016 Fares within Africa handout and the 2-page DTT FA ITM 2016 (attached).
  8. Documents are to be completed in pen. No TIPPEX is allowed on documents. Should any error be made, the candidate must request a new TABLE/TEMPLATE from the invigilator.
  9. Write neatly and legibly.
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**EXAMINATION NUMBER:**

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**SECTION A****QUESTION 1**

- 1.1 Fill in the city codes of the following cities and the provinces where they are located in the spaces below.

1.1.1 Polokwane

1.1.2 MalaMala

1.1.3 East London

1.1.4 Plettenberg Bay

1.1.5 George

1.1.6 Upington

1.1.7 Mmabatho

1.1.8 Lanseria

1.1.9 Bloemfontein

1.1.10 Margate

CITY CODE	PROVINCE NAME
1.1.1	
1.1.2	
1.1.3	
1.1.4	
1.1.5	
1.1.6	
1.1.7	
1.1.8	
1.1.9	
1.1.10	

(10 x 2)

(20)

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- 1.2 Explain to your customer what is meant by fill it, bag it and carry on with regard to LAG.

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(6)

- 1.3 What additional information must appear in the booking form of a medically impaired passenger?

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(4)

- 1.4 Define *traffic*.

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(4)

- 1.5 What do the following codes represent?

CODE	AIRLINE
1.5.1 ZC	
1.5.2 UU	
1.5.3 S8	
1.5.4 MS	
1.5.5 TC	
1.5.6 QM	

(6 × 1)

(6)  
[40]**TOTAL SECTION A: 40**

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**SECTION B****QUESTION 2**

You work for Ashamed Travel in Johannesburg.

IATA Number 7727700. Today is 10 November 2015.

Mr Patrick Baloyi, his sons Thando (6 years) and Lufuno (8 months) wish to travel as follows:

- |    |        |   |     |     |       |      |      |     |
|----|--------|---|-----|-----|-------|------|------|-----|
| 1. | BA6211 | C | JNB | DUR | 18NOV | 1110 | 1220 | HK2 |
| 2. | SA8215 | Y | DUR | BFN | 23NOV | 1300 | 1400 | HK2 |
| 3. | SA1300 | Y | BFN | CPT | 28NOV | 0925 | 1025 | HK2 |
| 4. | CE803  | D | CPT | MQP | 01DEC | 1425 | 1600 | HK2 |
| 5. | ARNK   |   |     |     |       |      |      |     |
| 6. | BA6242 | B | PLZ | JNB | 10DEC | 1335 | 1510 | HK2 |

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2.1 Calculate the fare for adult, child and infant.

FROM/TO					
	CARR	CLASS	ADULT	CHILD	INFANT
FARE					
ROUNDED					
VAT					
PSC					
YQ					
YR					
SC					
TOTAL					

(30)

[illegible]

EXP 10/18



MESSAGE	CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS
TOUR CODE		PASSENGER TICKET			
		SUBJECT TO CONDITIONS OF SALE			
TAX	TAX	CPN AIRLINE CODE			
CREDIT BALANCE	COMM. RATE	TAX AMOUNT			
CARBON)		ORIGIN/DESTINATION			
		BOOKING REF.			
NOT TRANSFERABLE	DATE OF ISSUE	ISSUED IN EXCHANGE FOR			
ORIGINAL ISSUE		AIRLINE	FORM	SERIAL NO.	PLACE DATE AGE
PASSAGE	CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS
TOUR CODE		PASSENGER TICKET			

MESSAGE	CARRIER	FLIGHT CLASS	DATE	TIME	STATUS
		:			
		:			
		:			
		:			
Tour Code					
PASSENGER TICKET					

EXAMINATION NUMBER:

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2.3 Complete the SCCC Form for the above ticket. The approval code is PPXZ

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 OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS  X			STANDARD CREDIT CARD CHARGE FORM				DATE AND PLACE OF ISSUE	
			AIRLINE NUMERIC CODE		2. AGENT & CONTRACTOR COPY			
			DATE OF ISSUE		IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS  6 12 24			
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER		OTATO NO.	CONNECTION OF PASSENGER WITH SUBSCRIBER			APPROVAL CODE		
COMPLETE ROUTING		FARE BASIS	CARRIER	AIRLINE	FORM	SERIAL NO.	CHECK DIGIT	
				TICKETS NOT TRANSFERABLE No Cash Refunds				
				CREDIT CARD CODE				
CURR. }	FARE	TOTAL		CUSTOMER FILE REFERENCE				
CURR. }	TAX							
CURR. }	EQUIV. AMT PD							

(10)

2.4 Show the TAT entry for the adult passenger.


(5)  
[65]



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**QUESTION 3**

3.1 Differentiate between the two types of EMDs.

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(2 × 2)

(4)

3.2 Name ALL EIGHT broad categories of RFIC.

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(8 × 1)

(8)

3.3 What RFIC and RFISC codes would be applicable for the following services?

SERVICE	RFIC	RFISC
Lounge access		
Change in reservation fee		
Firearms		
Tour land arrangements		
Vegetarian meal		

(5 × 2)

(10)

**EXAMINATION NUMBER:**

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3.4 Fraudsters sometimes pay for air travel services using fraudulent credit cards.

Identify and name FOUR situations which should alert suspicion of a credit card being used fraudulently.

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(4 × 1)

(4)  
[26]**QUESTION 4**

You work for City Centre Travel in George. Mr Andile Jim wishes to travel as follows:  
He will pay by cash, booking reference number XXPL/1G

1. SA 8510 J 05JAN GRJJNB HK1 0700 0900

2. SA 8511 Y 10JAN JNBGRJ HK1 1730 1900

4.1 Calculate the fare.

FROM/TO		
	CARRIER	FARE
FARE	ZAR	
PSC	ZAR	
VAT	ZAR	
YR	ZAR	
SC	ZAR	
TOTAL	ZAR	

(10)

[illegible]

FROM/TO			ENDORSEMENTS/RESTRICTIONS (CARBON)										ORIGIN/DESTINATION				AUDIT COUPON				THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE IF THE ISSUING CARRIER OR ITS AUTHORISED TRAVEL AGENT.					
CARR. FARE CALC.													BOOKING REF.				PLACE OF ISSUE - AGENCY									
			NAME OF PASSENGER NOT TRANSFERABLE										DATE OF ISSUE				ISSUED IN EXCHANGE FOR									
			CONJUNCTION TICKETS										ORIGINAL ISSUE				AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE									
			X/O NOT GOOD FOR PASSAGE										CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS		NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK			
			FROM																				PCS	WT		
			TO																				PCS	WT		
			TO																				PCS	WT		
			TO																				PCS	WT		
			TO																				PCS	WT		
			TO										TOUR CODE				PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY									
			FORM OF PAYMENT										SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET													
TOTAL FARE CALC																										
FARE			EQUIV. FARE PD.			TAX			TAX			TAX			CPN	AIRLINE CODE			FORM AND SERIAL NUMBER			CK				
TOTAL			CURRENCY		CASH COLLECTION		CREDIT BALANCE		COMM. RATE		TAX AMOUNT		6289547593 7													

FROM/TO			ENDORSEMENTS/RESTRICTIONS (CARBON)						ORIGIN/DESTINATION			<b>AUDIT COUPON</b>				THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE IF THE ISSUING CARRIER OR ITS AUTHORISED TRAVEL AGENT.	
CARR.	FARE CALC.								BOOKING REF.			PLACE OF ISSUE - AGENCY					
			NAME OF PASSENGER NOT TRANSFERABLE						DATE OF ISSUE			ISSUED IN EXCHANGE FOR					
			CONJUNCTION TICKETS						ORIGINAL AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE ISSUE								
			X/O	NOT GOOD FOR PASSAGE		CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS		NOT VALID BEFORE	NOT VALID AFTER	ALLOW		BAGGAGE CK/LNCK
				FROM													PCS WT
				TO													PCS WT
				TO												PCS WT	
				TO												PCS WT	
				TO												PCS WT	
				TO		TOUR CODE						PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY					
TOTAL FARE CALC			FORM OF PAYMENT									SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET					
FARE			EQUIV. FARE PD.	TAX	TAX	TAX	CPN AIRLINE CODE FORM AND SERIAL NUMBER CK										
TOTAL			CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM. RATE	TAX AMOUNT	<div style="text-align: center;"> <span style="font-size: 2em; font-weight: bold;">6289547594 2</span> </div>									
DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE																	

(10)

1.	SA	8510	Y	JNBDUR	08JAN	HK1	1150	1300
2.	SA	8511	Y	DURJNB	15JAN	HK1	1700	1830
3.	SA	8510	Y	JNBGRJ	18JAN	HK1	1300	1500

Please turn over

[illegible]

#### 4.3.1 Recalculate the fare and work out the difference in fare.

## NEW FARE CALCULATION

FROM/TO		
	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YQ/YR	ZAR	
TOTAL	ZAR	

NEW FARE		OLD FARE		FARE DIFF	
NEW VAT		OLD VAT		VAT DIFF	
NEW PSC		OLD PSC		PSC DIFF	
NEW SC		OLD SC		SC DIFF	
NEW YR/YQ TAX		OLD YQ/YR TAX		DIFF YR /YQ	
				<b>TOTAL</b>	

(15)

[illegible]

#### 4.3.2 Re-issue the ticket. Booking reference number ARUV/1G

<b>FROM/TO</b>			<b>ENDORSEMENTS/RESTRICTIONS (CARBON)</b>						<b>ORIGIN/DESTINATION</b>						<b>AUDIT COUPON</b>																										
			<b>CARR.</b>						<b>FARE CALC.</b>																																
<b>NAME OF PASSENGER</b>									<b>NOT TRANSFERABLE</b>									<b>DATE OF ISSUE</b>									<b>ISSUED IN EXCHANGE FOR</b>														
<b>CONJUNCTION TICKETS</b>									<b>ORIGINAL ISSUE</b>									<b>AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE</b>									<b>PLACE OF ISSUE - AGENCY</b>														
<b>X/O</b>			<b>NOT GOOD FOR PASSAGE</b>						<b>CARRIER</b>			<b>FLIGHT/CLASS</b>			<b>DATE</b>			<b>TIME</b>			<b>STATUS</b>			<b>FARE BASIS</b>						<b>NOT VALID BEFORE</b>			<b>NOT VALID AFTER</b>			<b>ALLOW</b>			<b>BAGGAGE CK/UNCK</b>		
			<b>FROM</b>																																						
			<b>TO</b>																																						
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			<b>TO</b>																																						
<b>FORM OF PAYMENT</b>									<b>TOUR CODE</b>									<b>PASSENGERTICKET AND BAGGAGE CHECK - ISSUED BY</b>																							
<b>TOTAL FARE CALC</b>																																									
<b>FARE</b>									<b>EQUIV. FARE PD.</b>									<b>TAX</b>			<b>TAX</b>			<b>TAX</b>			<b>CPN AIRLINE CODE FORM AND SERIAL NUMBER CK</b>														
<b>TOTAL</b>									<b>CURRENCY</b>			<b>CASH COLLECTION</b>			<b>CREDIT BALANCE</b>			<b>COMM. RATE</b>			<b>TAX AMOUNT</b>			<b>DO NOT MARK ORWRITE IN THE WHITE AREA ABOVE</b>																	

(15)  
[50]

**EXAMINATION NUMBER:**

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**QUESTION 5**

Today is 12 Dec 2014. You have made the following reservation.

Mr Gaynin Rai

QM 601 Y 01DEC JNB BLZ 1200 1500 HK1

QM 602 Y 28DEC BLZ JNB 1600 1900 HK1

Form of payment: CHEQUE

Booking reference: MLWI/1G

5.1 Calculate the airfare including taxes using Rule A019 from the ITM.

FROM/TO		
	CARRIER	FARE

(8)