higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 4

15 November 2024

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1 True
1.2 False
1.3 True
1.4 True
1.5 False
1.6 False
1.7 True
1.8 True
1.9 True
1.10 False

(10 × 1) **[10]**

QUESTION 2

2.1 E
2.2 K
2.3 G
2.4 A
2.5 C
2.6 M
2.7 F
2.8 D
2.9 H
2.10 L

(10 × 1) **[10]**

QUESTION 3

3.1 Government/Public procurement
3.2 pipeline
3.3 Logistics management
3.4 distributor
3.5 Logistic hubs/depots

(5 × 2) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 4

4.1 4.1.1

- Furthers the process of transforming and restructuring the national land transport system initiated by the NLTA
- Gives effect to national policy
- Prescribes national principles, requirements, guidelines, frameworks and national norms and standards that must be uniformly applied in provinces
- Consolidates land transport functions and locates them in the sphere of government (Any 1 × 2)

4.1.2

- Regulates the granting of permits
- Provides for special emergency measures
- Creates certain offences
- Amends the National Land Transport Act
- Provides formatters connected therewith
- Provides for transformation in the cross-border road transport industry (Any 1 × 2)

(2 × 2) (4)

4.2 They risk being non-compliant with regulations so they can be profitable. (1)

4.3

- Customer
- Employee
- The owner (1)

4.4

- Customer - may receive defective goods or even not receive goods at all
- Employee - May lose employment due to company shutdown
- The owner - May lose business and even risk imprisonment. (2)

4.5

- Good value for money
- Fair, competitive and transparent procurement system
- Cost-effective procurement system
- Good governance
- Zero tolerance for corruption within government services
- Bidders adhering to prescribed tax collection (Any 3 × 2) (6)

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4.6
- Tender compilation:✓ When compiling a tender, there are many important aspects to consider like general and special contract conditions, types of contracts, language and clarity of documents, inspections and tax clearance.✓✓
- Tender invitation:✓ Tender invitations are usually advertised by publications in the government tender bulletin.✓✓
- Decision to tender: Once the RFP has been studied and, where needed, the compulsory meeting has been attended, a decision needs to be made by the company on whether to tender or not.
- Tender submission: As soon as the decision has been made to submit a tender, one must take note of address were the tender must be delivered and the closing time.
- Adjudication: The adjudication process may differ amongst different institutions, but usually follows the same steps, i.e. opening and recording of tender, tender responsiveness, price review, process review, risk analysis, point summation and conformation of receipt/acceptance.

(Any 2 × 3) (6)

4.7
- Port of Durban
- Port of Cape Town
- Port of Port Elizabeth
- Port of Saldanha Bay
- Port of Mossel Bay
- Port of East London
- Port of Ngqura

(Any 3 × 1) (3)

[23]

QUESTION 5

5.1 5.1.1
- Road transport.
- Rail transport

(2)

5.1.2
- The right to an education
- Freedom of association

(any relevant 2 × 2) (4)

5.1.3
- To serve as a five-year framework for integrated land-use transport planning
- To serve as an enabler of land use and transport planning aspects as guided by the National Development Plan (NDP) 2030
- To provide the guiding principles that integrate various modes of land transport within the planning context of the NDP and support wider relevant national legislation and policy
- To provide clarity and certainty about the transport planning priorities to enable effective decision-making about programmes and initiatives at all levels of government
- To align transport to sustainable economic development and universal accessibility
- To enhance coordination between the various spheres of government (3 × 2) (6)

5.1.4
- Public Transport Strategy and Action Plan
- National Development Plan (NDP)
- National Learner Transport Policy
- National Rail Policy White Paper 2022
- Master Plan 2050 (NATMAP 2050) (Any 4 × 1) (4)

5.2
- Gauteng-Durban corridor
- Cape Town-Gauteng corridor
- Gauteng-Beitbridge corridor
- Gauteng-Maputo corridor (4)

5.3 The document is used only when a compulsory site inspection is applicable to a specific tender and must be completed by all tenderers. (2)

5.4 5.4.1
- Improve the efficiency of the business.
- Exploit business opportunities.
- Improve resource utilisation.
- Increase customer satisfaction. (Any TWO)

5.4.2
- Eliminate mistakes.
- Ensure shorter reaction times and improve service delivery.
- Improve planning and scheduling of resources that lead to cost savings.
- Ensure sooner incorporation of customer feedback.
- Improve the competitiveness of the business. (Any TWO)

(2 × 2) (4)

[26]

QUESTION 6

6.1 A retailer buys goods from either the manufacturer, distributor or wholesaler and sells it to customers. (2)

6.2
- The right product
- To the right customer
- In the right quantity
- In the right condition
- At the right place
- At the right time
- At the right price (Any 3 × 2) (6)

6.3
- Improves advertising and marketing
- Sells in areas that were not covered previously
- Increases customer satisfaction by improving product quality
- Decreases the price to a level that is lower than the competitors' prices
- Offers lucrative sales terms or credit, which may entice potential customers to purchase the product (Any 4 × 1) (4)

6.4
- Quantity of goods sold
- Price at which good are sold
- Total supply chain (3)

6.5
- Salaries
- Travel expenses
- Internet expenses
- Telephone
- Accommodation
- Advertising
- Water and electricity
- Rent of buildings
- Maintenance
- Insurance
- Security
- Licences
- Training fees
- Toll fees
- Sundry expenses (Any 2 × 1) (2)

[17]

QUESTION 7

7.1 **INCOME STATEMENT OF KAGISHO TRANSPORT SERVICES FOR THE YEAR ENDED 30 JUNE 2023**

Sales		✓6 000 000
Less: Cost of sales		✓(2 500 000)
Gross profit		✓3 500 000
Less: Expenses		✓(1 500 000)
Salaries	✓550 000	
Fuel	✓900 000	
Toll fees	✓25 000	
Electricity	✓13 000	
Telephone	✓7 000	
Stationery	✓5 000	
Net profit		✓2 000 000

(11)

7.2
- Strategic management plan:✓ It is based on the company's mission and vision and provides a long-term guide to top-level managers.✓
- Tactical management plan:✓ It supports strategic plans by interpreting the goals of the strategic plans relevant to distinct areas or departments within the company.✓
- Operational management plan:✓ It is usually focused on the specific procedures and processes that are performed on the lowest levels of the company.✓ (3 × 2) (6)

7.3
- Ensures that economies of scale are realised by facilitating the production of goods in large quantities
- Ensures that economies of scale are realised by facilitating the shipment/transport of goods in large quantities
- Facilitates the negotiation of reduced prices by enabling companies to use bulk buying strategies
- Ensures that a constant supply is maintained to avoid running short of supply
- Ensures that market demand demands are met and that supply is in sync with the demand (Any 3 × 2) (6)

7.4 An internal customer is someone in the organisation,✓✓ while an external customer is anyone from outside the organisation.✓✓ (2 + 2) (4)

[27]

QUESTION 8

8.1 8.1.1 When more goods are imported than exported

8.1.2 The difference between the value of goods and services exported and the value of goods and services exported

(2 × 2) (4)

8.2
- Beef
- Avocado (2)

8.3
- Namibia
- Botswana
- Zimbabwe
- Lesotho
- Mozambique
- Swaziland (Any 4 × 1) (4)

8.4
- OR Tambo International Airport
- King Shaka International Airport
- Cape Town International Airport (3)

8.5 To locate a vehicle and/or its cargo at any time and to use the information gained to plan other processes downstream (2)

8.6 Any interaction between a member of staff and a company✓ that may have a positive impact on the customer's impression,✓ e.g. any relevant example✓✓

(2 × 2) (4)

8.7
- Improving competitiveness
- Establishing effective customer service mechanisms
- Developing and sustaining organisation-wide focus on customers
- Reducing marketing costs
- Increasing customer retention
- Increasing service efficiency
- Reducing complaints
- Improving services and accountability
- Building customer loyalty
- Improving complaints with consumer trading laws
- Improving ease of dealing with customers (Any 4 × 2) (8)

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TOTAL SECTION B: 120
GRAND TOTAL: 150

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