higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

02 December 2024

This marking guideline consists of 6 pages.

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SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

2.1 G
2.2 D
2.3 J
2.4 F
2.5 A
2.6 I
2.7 B
2.8 E
2.9 H
2.10 C

(10 × 1) **[10]**

QUESTION 3

3.1 Rail transport disadvantages

- Cost: rail transport is relatively expensive for carrying goods and passengers over a short distance.✓✓
- Accessibility: it is not available in remote parts of the country.✓✓
- Safety: in the rare case of accidents, it involves heavy losses of life as well as goods.✓✓
- Security: rail freight is vulnerable to theft if the carriages are stationary for a long time.✓✓ (4 × 2) (8)

3.2

- Pipelines are not labour intensive.
- Variable operating costs are extremely low.
- It is the most convenient and economical mode to transport fluids.
- It does not require a return trip or return pump process.
- The product intake or loading and unloading are all part of the same process.
- They operate on a 24/7 basis and are limited only by commodity change-over or maintenance. (Any 2 × 2) (4)

[12]

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QUESTION 4

4.1
- Talking to a customer in person or on the phone.✓✓
- Sending a short message service, email or letter to a customer.✓✓
- Customers visit the transport company.✓✓
- Offloading a delivery at a customer's store.✓✓
- Customer watching adverts or your company's marketing material.✓✓

(5 × 2) (10)

4.2
- Regulate waste management to protect health and the environment by preventing pollution and the degradation of the environment.✓✓
- Provide guidelines for institutions for the planning for waste management.✓✓
- Outline national standards and regulate waste management for all government departments.✓✓
- Describe specific waste management regulations.✓✓
- Provide a national waste management information system.

(Any relevant answer) (Any 4 × 2) (8)

4.3
- Insufficient road maintenance
- High taxation levies
- Theft
- Limited automation
- Diverse labour market (5 × 1) (5)

4.4 Working stock: is the stock in the business that reflects the actual demand for the products.✓✓
Cycle stock: is the portion of the business enterprise's inventory that gets depleted through normal sales.✓✓
Safety stock: is used to protect the business against daily or weekly fluctuations in demand.✓✓
In-transit inventory: are goods that are in the process of being transported to the customer.✓✓
Dead stock: is the stock that no longer holds any sales value for the company.
Seasonal stock: is stock kept to satisfy the expected increase in demand over a specific seasonal period.✓✓ (Any relevant answer) (5 x 2)

(10)
[33]

QUESTION 5

5.1
5.1.1 Sales order✓✓
5.1.2 Invoice✓✓
5.1.3 Routing✓✓
5.1.4 Picking✓✓
5.1.5 Distribution✓✓
5.1.6 Delivery✓✓

(6 × 2) (12)

5.2
- Acknowledge the problem: customers want to know that you recognise there is a problem. Offer an apology even if you know you are not to blame.✓✓
- Listen, ask questions and show that you care: it is tempting to be defensive. Give your customer your full attention and listen to them.✓✓
- Fix the problem: if the customer is making a complaint, follow your complaint handling policy. Tell them what you can do, not what you cannot do.✓✓
- Follow through: customers feel cheated if they come to you with a problem and the resolution fails. They will be impressed if you follow up to make sure they are happy with the outcome. (Any relevant answer) (Any 3 × 2) (6)

5.3
- Re-use centre: used to collect previously used, yet perfectly usable, materials and equipment.✓✓
- Remanufacturing: repair and overhaul valuable parts, such as engine blocks and refurbish them in a factory environment.✓✓
- Deposit programmes: deposit programmes provide a financial incentive to return packaging and other goods for re-use., for example, a cash refund on bottles, crates and gas cylinders.✓✓
- Closed-loop programmes: closed-loop programmes are used extensively for packaging material, for example, furniture removal companies, and when a company is involved in the regular transportation of goods from a central manufacturing facility to warehouses.✓✓
- Repurposing: is a salvage method that entails using a product for a completely new purpose.✓✓ (Any relevant answer) (Any 5 × 2) (10)

5.4
- Paper pad
- Air pad
- Foam-in-place
- Loose fill (4 × 1) (4)

[32]

QUESTION 6

6.1
- Shelves
- Tote bins
- Live storage
- Drawer systems
- Mobile shelving
- Carousels
- Storage cabinets (Any 4 × 1) (4)

6.2
- The volume of goods to be stored✓✓
- The size and characteristics of goods to be stored✓✓
- Speed of through-put required✓✓
- Number of different types of goods to be stored✓✓
- Handling characteristics of items✓✓ (Any relevant answer) (Any 5 × 2) (10)

6.3
- Heavy equipment accidents: employees tend to forget the dangers of working with heavy warehouse equipment such as forklifts.✓✓
- Slips and trips: are two very common warehouse dangers that should be avoided. Employees must look out for loose materials.✓✓
- Falls and crashes: most injuries in the warehouse can be attributed to falling – either because of slips and trips or because of working above ground level.✓✓
- Fires: can cause serious hazards in any warehouse. All warehouses must have specific permits related to fires, clearly marked exits and fire extinguishers.✓✓
- Exposure to harmful substances: harsh chemicals such as asbestos pose a serious warehouse workplace hazard. Chemicals manufacturers are required to label all harsh chemicals.✓✓

(Any relevant answer) (Any 5 × 2) (10)

6.4
- Cash on delivery: this simply means that the payment is made at the time of delivery.✓✓
- Cheque: in the past, most transactions were paid for by cheque. Upon receipt of a cheque, the receiver would deposit the cheque in his/her bank account and expect to receive the credit on the same day.✓✓
- Credit cards: allows the owner of the card to buy goods and services from supplier. The pre-approved limit makes payments immediately.✓✓
- Electronic fund transfer credits: is when a customer gives an instruction to his/ her bank to make an electronic payment to a supplier.✓✓
- Telegraphic transfer transaction: this type of transaction is no longer used. It was used in the past. This transaction is used for the transfer of monies to accounts or dependants in other cities or countries.✓✓

(Any relevant answer) (Any 4 × 2) (8)

6.5
- Pre-transaction
- Transaction
- Post-transaction

(3 × 1) (3)

[35]

QUESTION 7

7.1
- Goods return form
- Stock adjustment form

(2 × 1) (2)

7.2
7.2.1 Crates
7.2.2 Cardboard boxes
7.2.3 Wire/mesh bags
7.2.4 Glass
7.2.5 Hessian cloth

(5 × 1) (5)

7.3
- Identify a requirement: employees in companies usually have to submit a requisition to the procurement department when they want to procure goods.✓✓
- Obtain quotes: the procurement department may contact their usual suppliers telephonically to provide them with quotes or may send a request for quotations.✓✓
- Place order: in many cases an order is placed based on a quote received from a trusted provider.✓✓
- Assess offers: once the procurement department has received the quotations, they may decide to implement a tender process to ensure that they make the right decision. (Any 3 × 2) (6)

7.4
- Pareto analysis
- ABC classification (2 × 1) (2)

7.5 Primary packaging: is the first layer of material that envelops the product and holds it.✓✓
Secondary packaging: this type of packaging contains information needed for storage, handling and organising the products.
Tertiary packaging: this is the last layer usually used for bulk packaging and distribution. (Any 1 × 2) (2)

7.6
- Maintenance
- Human resources
- Role of finance (Any 1 × 1) (1)

[18]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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