higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

18 February 2025

This marking guideline consists of 7 pages.

Copyright reserved

SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

2.1 Moment of truth is any point where a connection has been made between a customer and a service provider where a lasting positive impression is made.✓✓

2.2 Salvage entails saving items from destruction and using them again in the same or different form.✓✓

2.3 Inter-modal is when two or more modes of transport are combined.

2.4 Corrosion is the destruction, degradation, or deterioration of material due to the reaction between the material and the environment.✓✓

2.5 Demand forecasting is the ability to estimate and predict the quantity of a service or product that consumers will purchase at some point in the future.✓✓

(5 × 2) **[10]**

Copyright reserved

QUESTION 3

3.1
- Costly errors:✓ wrong site selection will hamper business success for a long time.✓
- High transportation costs:✓ the cost of transporting goods from a warehouse to the customer depends to a larger degree on the fuel price.✓
- Loss of business:✓ when considering a warehouse site, the annual rent and installations may have a negative impact on the business bottom line.✓
- Lack of reliable labour: the company must consider the availability of a reliable and productive workforce. (4 × 2) (8)

3.2
- The goods' sensitivity to heat.✓✓
- The risk of breakage or damage.✓✓
- Where the top and bottom are.✓✓
- Where the centre of gravity is located.
- Where loading tackle may be slung. (Any 3 × 2) (6)

3.3
- All working areas must be maintained.✓✓
- Wet areas should have non-slip surfaces where people can walk and work safely.✓✓
- The maximum wait that can be safely supported by the floor must be posted in a visible location. (Any 2 × 2) (4)

3.4
- Contract strategy:✓ the purchase department has to liaise with all relevant parties, including legal and most importantly the customer or requirements for all the goods.✓
- Specification:✓ the specification is the most important part of any tender documents. If not well thought through, it can lead to endless problems between the customer and the supplier.✓
- Communication:✓ the tender process is intended to equal opportunities to all bidders.✓
- Prequalification:✓ is used to limit the number of tenderers for specific requirements.✓
- Invitation to tender:✓ is usually sent under the sealed bid process. This means that every bid must be submitted in a sealed envelope.✓
- Tender opening: All members of the tender board need to be present when the tenders are open.
- Tender evaluation: The tender board will evaluate all the components of the components of all bids. They will ensure that all the bids comply with the tender requirements.
- Decision of the review panel: When making a final decision, the tender board must consider (Any 5 × 2) (10)

Copyright reserved

3.5
- Pre-transaction:✓ establishes circumstances conducive or favourable to desirable customer service.✓
- Transaction:✓ this component consists of the actions that directly result in the delivery of the product to the customer.✓
- Post transaction:✓ this transaction includes services like – support the product after it has been sold.✓ (3 × 2) (6)

3.6 3.6.1 Road Transport (1)

3.6.2
- Road Transport has relatively small, fixed investment in terminal facilities.✓✓
- They operate on publicly maintained roads.✓✓
- Variable costs per kilometer is very high.✓✓
- Road freight transport is labour intensive.
- It favours manufacturing and distribution trades, short distance and high-value products.
- It caters for individual choice and is flexible.
- It is best suited to handle smaller cargo loads over short distances. (Any 3 × 2) (6)

3.6.3 Heavy duty truck and trailer (1)
[42]

QUESTION 4

4.1
- Name and address of sender and receiver of goods.✓✓
- Addresses of both departure and destination points.✓✓
- Vehicle or vessel used.✓✓
- Dates of departure and arrival.✓✓
- List of goods being transported.✓✓
- Markings and numbers on the package. (Any 5 × 2) (10)

4.2
- Insufficient road maintenance
- High taxation levies
- Theft
- Limited automation
- Diverse labour market (5)

4.3
- To ensure excellent customer service.
- To ensure that just enough inventory is kept.
- To ensure lowest possible total operating costs.
- To reduce chances of theft and pilferage.
- to avoid accidents in the warehouse.
- To prevent dead stock. (Any 3 × 2) (3)

Copyright reserved

4.4
- Value for money
- Open and effective
- Ethics and fair dealing
- Accounting
- Purchase planning
- Standard determination
- Specifications development
- Supplier research and selection
- Financing
- Price negotiation
- Making the purchase
- Supply contract administration (Any 5 × 1) (5)

4.5
- Consumer Protection Act (Act No.6 of 2008).
- National Environmental Management: Waste Act (Act no 59 of 2008).
- Occupational Health and Safety Act (Act no 55 of 1993).
- Hazardous Chemical Substances Regulations 1995. (Any 3 × 1) (3)

[26]

QUESTION 5

5.1 5.1.1
- Re use centre: are used to collect previously used, yet perfectly usable, materials and equipment.✓✓
- Remanufacturing: repair and overhaul business use valuable parts, such as engine blocks and ship 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 cylinder.✓✓
- 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.✓✓ (5 × 2) (10)

5.1.2 Any waste that contains organic or inorganic elements or compounds that may have a detrimental impact on a person's health and environment.✓✓ (2)

5.2
- The company cannot meet customer expectations.✓✓
- Increase in production costs.✓✓
- The company cannot cope with demand fluctuations.✓✓
- The company cannot cope with variable lead times.✓✓
- Buying costs increase.✓✓
- Disorder and confusion in the warehouse.
- Loss of time and condition-sensitive products.
- Theft and pilferage. (Any 5 × 2) (10)

Copyright reserved

5.3
- Delivery and supplier notes for incoming goods.
- Purchase orders, receipts, and credit notes.
- Return notes.
- Requisition and issue notes for outgoing goods. (4)

5.4
- Mail
- Fax or telephone
- E-mail
- Electronic data interchange (4)

5.5
- Listen: allow unhappy customers to vent their feelings. After this process they will be more open to discuss their problems.✓✓
- Apologise: if a mistake has been made, your customer deserves an apology.✓✓
- Take notes: write down important points while the customer is talking.✓✓
- Restate the situation as you understand it: once the customer has finished speaking, summarised what you have heard.✓✓
- Ask for suggestions: by asking customers what they would like you to do to solve the problem, you give them a chance to state exactly what they want. However you should be aware that customers have unrealistic expectations oftentimes.✓✓
- Get agreement: make sure that what you undertake to do is what the customer understands you to be doing.

(Any relevant answer) (Any 5 × 2) (10)
[40]

QUESTION 6

6.1
- Paper pad
- Air pad
- Foam-in-place
- Loose fill (Any 3 × 1) (3)

6.2
- 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 of loose materials
- Fires: can cause serious hazards in any warehouse. All warehouses must have specific permits related to fires, clearly marked exits and fire extinguishers.✓✓
- 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.✓✓
- 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 4 × 2) (8)

Copyright reserved

6.3
- Cash on delivery (COD)
- Cheque
- Electronic fund Transfer (EFT)
- Real time clearing (RTC)
- Bank draft
- Telephonic transfer (Any 5 × 1) (5)

6.4
- 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 quotation.✓✓
- 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 quotation, they may decide to implement a tender process to ensure that they make the right decision .(Any 2 × 2) (4)

6.5
- Buffer stock or safety stock
- Cycle stock
- Dead stock
- In-transit stock
- Promotional stock
- Seasonal stock
- speculative stock
- working stock (Any 2 × 1) (2)

[22]

TOTAL SECTION B: 130
GRAND TOTAL: 150

Copyright reserved