higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 2

20 November 2024

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

1.1 1.1.1 True✓
1.1.2 False✓
1.1.3 True✓
1.1.4 True✓
1.1.5 False✓

(5 × 1) (5)

1.2 1.2.1 Transport operations – the management of numerous elements that contribute to the successful transportation of systems from one point to another.✓✓

1.2.2 Fleet management – a function which allows companies which rely on transportation in business to remove or minimise the risks associated with vehicle investment, improving efficiency, productivity and reducing their overall transportation and staff costs, providing 100% compliance with government legislation.✓✓

1.2.3 Outsourcing – the contracting out of a business process to a third party.✓✓

1.2.4 Dangerous goods – goods declared or considered by any legislation or authority to be dangerous.✓✓

1.2.5 Transport services – the transport of goods by road, including the handling, storage, loading and unloading of goods.✓✓

(5 × 2) (10)

1.3 1.3.1 Business ethics
1.3.2 Transport sector
1.3.3 Trade union
1.3.4 Maritime
1.3.5 Service delivery

(5 × 1) (5)

1.4 1.4.1 C
1.4.2 E
1.4.3 G
1.4.4 A
1.4.5 D

(5 × 1) (5)
[25]

TOTAL SECTION A: 25

SECTION B

QUESTION 2

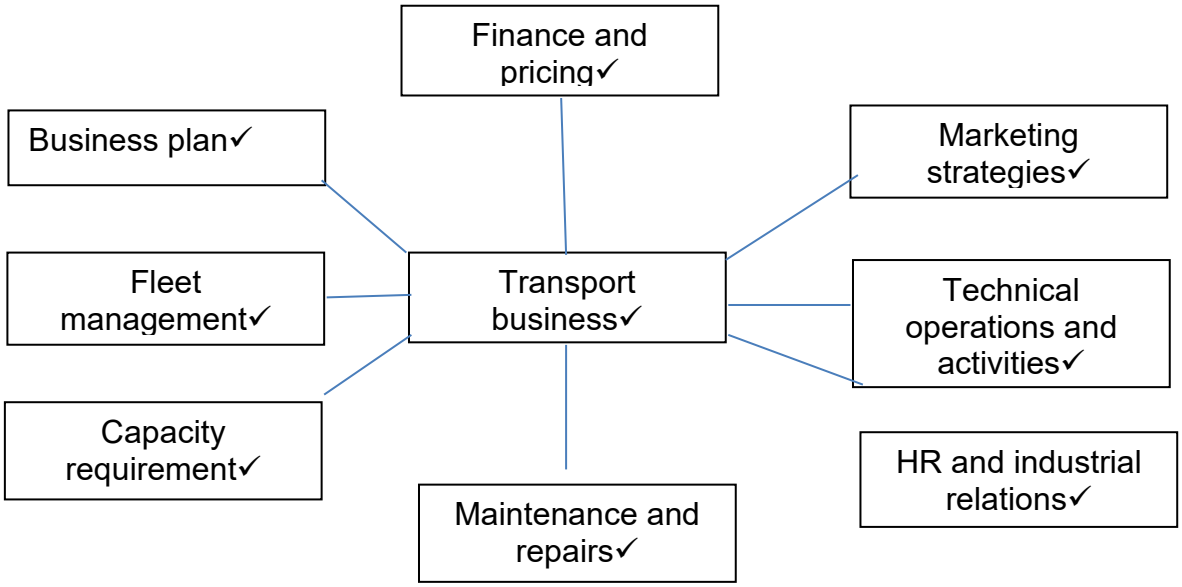
2.1
- Encourage compliance with the national and provincial laws and municipal by-laws relating to traffic, and to promote road traffic safety.✓✓
- Encourage payment of penalties imposed for infringements by giving discount and encourage those who commit minor infringements to make representations.✓✓
- Establish a procedure for effective and speedy adjudication of infringements.✓✓
- Alleviate the current burden on courts of trying offenders for infringements.
- Penalise drivers and operators who are guilty of infringements of offences through the imposition of demerits points that lead to the suspension and cancellation of driving licences, professional driving permits (PrDPs), or operator's cards.
- Reward law abiding behaviour by reducing demerit points where they have been incurred, if infringements or offences are not committed over specified periods. (Any 3 × 2) (6)

2.2
- Ensure the safety of yourself and others.✓✓
- Prevent any possible ignition (spark) in the event of a spill.✓✓
- If it is safe to do so, disconnect all loading arms and close dome covers.✓✓
- Notify the relevant authorities i.e South African Police services, Fire Department and ambulance services immediately.✓✓
- Contain the leak or fire, but only if it is safe to do so.
- Secure the area if the authorities have not yet arrived at the scene.
- Remain at the scene to aid the first responders.
- Inform the authorities of the response expected from your employer.
- Report the incident to your employer. (Any 4 × 2) (8)

2.3
- National Road Traffic Act, No 93 of 1996 (NRTA).✓
- Administrative Adjudication of Road Traffic Offences Act, No 46 of 1998. AARTO ACT.✓
- National Land Transport Transition Act, No 22 of 2000 (NLTT ACT).✓
- Cross-Border Road Transport Act, No 4 of 1998 (CBRT).✓
- National Land Transport Act, No 5 of 2009.
- Criminal Procedure Act, No 51 of 1977.
- Occupational Health and Safety Act, No 85 of 1993 (OHS ACT)
- Explosives Act, No 15 of 2003. (Any 4 × 1) (4)

2.4 **Transport as a business** – it is considered a secondary trade, this means that it aids trade and industry in carrying raw materials to the place of manufacture and supplying finished products for use.✓✓
whereas✓
Transport as a sector – it describes the collection of business and all other stakeholders. It other words, all the different transport businesses together form the transport business sector.✓✓ (5)

2.5 Draw a diagram to show components/sections that contribute to the success of most transport businesses.



ONE mark for the illustration.✓ (10)
[33]

QUESTION 3

3.1.1 3.1.1
- Land✓
- Water✓
- Air✓

(3 × 1) (3)

3.1.2
- rail / road/ train / truck✓
- Ship / boat✓
- Flight / aeroplane✓

(3 × 1) (3)

3.1.3 I use a bus /motor vehicle / taxi / train / bicycle ✓because it is easily accessible / cost effective/ convenient✓✓ (3)

3.1.4
- motor vehicle – Accidents, expensive etc.
- taxi - strike, bad driving, high taxi fare, etc.
- train– Cable theft, load shedding, crime, etc.
- Bus- not dependable, strikes, safety etc.

(Any 2 × 1) (2)

3.2 **Driver control** means the maintenance of records of professional drivers.✓ Driver control differs between the different transport modes✓ and is prescribed by the legislation relevant to each mode.✓ For example, the requirements, qualifications, training and education and legislation governing train drivers, taxi drivers, naval captains, pilots, etc. are all different.✓ (4)

3.3
- It can be planned to suit operational requirements and therefore with the least possible interference to operational requirements.
- It ensures that maintenance will be carried out when due.
- It ensures that maintenance takes place at predetermined times so as to balance the use of maintenance facilities and the workload of staff.
- It allows for a realistic estimation in advance of the time needed for maintenance purpose
- Reduces the likelihood of in-service failure of components by anticipating that they will fail within a foreseeable timespan.
- It decreases emergency repairs resulting in better control of costs (4 × 2). (8)

[23]

QUESTION 4

4.1 **Routine maintenance** – is usually scheduled based on time✓ or travelling distance.✓ For example, if a vehicle has not been driven much and has less than a certain number of kilometres since its last service, but it has been over six months since the last oil change, an oil change should still be performed.✓

Whereas ✓

Non-routine maintenance – involves mainly wear and tear ✓that may result in breakdowns.✓ Tyres and brakes are considered wear and tear items and do not form part of routine maintenance services. However, when a vehicle is brought in for a routine maintenance, the tyres and brakes are important safety wear items that should also be checked and replaced if necessary.✓ (7)

4.2 **Marketing** – refers to everything a business does to convince prospective customers to buy products and services.✓ Marketing includes coordinating time frames with customers, ✓ determining common aims and objectives,✓ creating a closed-loop reporting process✓ and fostering respect and trust✓ by sharing a common set of values.✓ (Any 3 × 1) (3)

4.3
- Enhanced identification verification for contractor personnel.
- Extensive background screening of personnel.
- Mutual assistance plans between transport businesses.
- Reviewing and updating emergency plans on an annual basis.
- Testing and assuring that all communication networks are functioning.

(Any 3 × 2) (6)

4.4
- Slips, trips, Falls, incidents
- Walkways
- Forklifts
- Suspended loads; Loads that are too heavy
- Stairs
- Damaged/broken shelving
- Damaged/broken pallets (Any 3 × 1) (3)

[19]

TOTAL SECTION B: 75
GRAND TOTAL: 100

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