higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 2

21 November 2023

This marking guideline consists of 5 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B		
	1.1.2	B		
	1.1.3	B		
	1.1.4	A		
	1.1.5	C		
			(5 × 1)	(5)
1.2	1.2.1	Demand forecasting		
	1.2.2	Distribution		
	1.2.3	Traffic		
	1.2.4	Working capital		
	1.2.5	Transport Education & Training Authority		
			(5 × 1)	(5)
1.3	1.3.1	Package labelling		
	1.3.2	Variable		
	1.3.3	Multiple income streams		
	1.3.4	Distribution manager		
	1.3.5	Transnet		
			(5 × 1)	(5)
1.4	1.4.1	D		
	1.4.2	E		
	1.4.3	C		
	1.4.4	A		
	1.4.5	B		
			(5 × 1)	(5)
				[20]

TOTAL SECTION A: 20

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SECTION B

QUESTION 2

2.1
- The provision of a port of infrastructure
- The provision of maritime services (2)

2.2 *Distribution*- responsibilities and processes revolve around the transport of goods from one point to another to make sure that the supply satisfies the demand for the goods.

Transportation- it refers to the actual movement of people or goods using different transport modes and means. (Any relevant 2 × 2) (4)

2.3
- It is a mode of transport used to transport goods and people from one place to another.
- It offers door-to-door service
- Road carriers can deliver in every economically active region in the country.
- Little handling and fewer transhipment take place between the origin and delivery point.
- This mode ensures short door-to-door transit times, especially over short distances.
- The carrying capacity although relatively small, is adaptable and can readily be increased.
- A high service frequency can be maintained. (7 × 2) (14)

2.4
- It can be defined as the recovery of goods or property that have more value than the value that it would have had as scrap,✓✓ but is no longer useful for its original or intended purpose or it refers to the recovering or saving of old, depreciated, discarded, incomplete, obsolete of damaged property or goods through recycling.✓✓
- Example: parts of a car that was involved in an accident can be sold as spare parts, saving a building or ship. (any relevant example)✓ (2 × 2 +1) (5)

[25]

QUESTION 3

3.1 3.1.1
- Reverse logistics
- Scrap disposal
- Salvage
- Procurement
- Issuing and dispatch
- Materials handling
- Storage
- Demand forecasting
- Inventory and stock control
- Order processing (Any 5 × 1) (5)

3.1.2

- Order receipt✓
  It is important to process the customer's order upon receipt of the order which can be received via mail, fax, telephone, email, or electronic data exchange.✓

- Preparation✓
  The preparation of an order entails capturing the information on the company's system and integrating it into the company's schedule✓.

- Routing✓
  This generally includes order confirmation and the generation of internal job orders; these orders may be generated by hand or electronically.✓

- Picking✓
  The way the picking process is performed is determined by factors such as order and goods size, urgency and orders that have to be delivered at the same time or to the same client.✓

- Distribution✓
  The best options for transport and delivery routes are determined and trip sheets are finalised.✓

- Invoicing✓
  Invoicing of orders can be at various points during the process, depending on internal business procedures or agreements with customers.✓ (6 × 2) (12)

3.1.3

- Count registers
- Physical inventory documents
- Cycle count documents
- Recount physical inventory document (4)

3.1.4

- Picking of wrong products
- Lack of proper goods inspection that led to damaged goods being sent to the customers.
- Goods were not properly kitted, or parts that were supposed to have been sent together have been separated during the kitting process.
- The wrong quantity was sent
- Errors in order processing
- Incorrect pricing (Any 4 × 1) (4)

3.2
- Know their customers' order history.
- Have the details of their customer's contact persons readily available.
- Encourage direct feedback from customers: if you ask them, customers will usually tell you what they experience as good or bad service.
- Be able to explain to customers new products or services.
- Receive feedback about the company's existing product range
- Understand changes in individual customers' order patterns
- Understand changes in the overall success of specific products or services.
- Receive feedback from customers about things they buy from other businesses etc. (Any 5 × 1) (5)

3.3
- Identified or selected
- Checked
- Removed from racks
- Packed into a single load
- Moved to a departure area for loading onto delivery vehicles. (5)

[35]

QUESTION 4

4.1 4.1.1 R500 000✓- R150 000✓
= R350 000✓ (3)

4.1.2 R310 100✓ - R82 360✓
= R224 810✓ (3)

4.2
- Buildings
- Equipment
- Machinery (3)

4.3
- *Income* – it can be described as the money made through the selling of usual products or services.✓✓
- *Revenue* – it refers to all money that the organization or company receives during a specific period,✓✓ example interest from savings or investments.✓✓ (Any 3 × 2) (6)

4.4
- Planned and calculated approach to managing risk
- Analysis of situations in a structured and logical manner
- Attention to detail
- Adaptability and flexibility
- Emotional resilience and stress tolerance
- Self-confidence
- Making informed decisions based on objectives data✓
- Social and interpersonal skills supporting rapport-building with stakeholders
- Taking personal responsibility and accountability (Any 5 × 1) (5)

[20]

TOTAL SECTION B: 80
GRAND TOTAL: 100

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