higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# NATIONAL CERTIFICATE (VOCATIONAL)

## FREIGHT LOGISTICS
### NQF LEVEL 2

(11020252)

**21 November 2023 (Y-paper)**
**13:00–16:00**

**This question paper consists of 7 pages.**

213Q1N2321

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# DEPARTMENT OF HIGHER EDUCATION AND TRAINING
# REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
FREIGHT LOGISTICS
NQF LEVEL 2
TIME: 3 HOURS
MARKS: 100

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**INSTRUCTIONS AND INFORMATION**

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Use only a black or blue pen.
5. Write neatly and legibly.

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## SECTION A

## QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 … refers to how much of a specific product consumers are willing to buy.

A want
B demand
C need
D supply

1.1.2 This personnel deals with maintaining good customer relationships.

A Distribution Manager
B Sales Manager
C Marketing Manager
D Warehouse Manager

1.1.3 … uses information from the income statement and cash flow statements to calculate how much work must be performed.

A Turnover
B Break-even analysis
C Costing
D Break-even point

1.1.4 When goods need to be made up in a specific way before being sent for a work order, is called…

A kitting
B picking
C binning
D packing

1.1.5 Which ONE does not form part of workplace competencies?

A Customer focus
B Problem-solving
C Critical and analytical thinking
D Business fundamentals

(5 × 1) (5)

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1.2 Complete the following sentences by writing the missing word or words.
Write only the answer next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 ... aims to bring customers' requests in line with the capacity of the supplier.

1.2.2 Transhipment forms part of a… cluster in freight logistics

1.2.3 The passage of different kinds of vehicles and people along routes of transportation is called ...

1.2.4 The capital needed to buy current assets is called …

1.2.5 ... is a Seta responsible for skills development and responding to developing necessary skills needed in the transport and logistics industry.

(5 × 1) (5)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1-1.3.5) in the ANSWER BOOK.

1.3.1 (Package labelling/Secondary packaging) can be defined as any written, electronic or graphic communication on the package.

1.3.2 The cost price of goods is called (fixed/variable) costs.

1.3.3 When a company receives income from several different sources it is said to have (cash flow/multiple income streams).

1.3.4 Their role is to review product and service quality (sales manager/distribution manager).

1.3.5 (Eskom/Transnet) specialises in freight logistics solutions for mining and manufacturing.

(5 × 1) (5)

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1.4 Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

| COLUMN A | | COLUMN B | |
|---|---|---|---|
| 1.4.1 | A cluster where a shipping and receiving clerk can be employed | A | cost ratio |
| 1.4.2 | It can be defined as an official distribution/shipping document that travels with a load | B | sales and distribution |
| 1.4.3 | ... can be seen as a strategy to meet and exceed the expectations of customers | C | logistics |
| 1.4.4 | … indicate the relationship between various expenses and net sales | D | warehousing |
| 1.4.5 | Where sales processes are handled and to ensure customers get what they have purchased | E | waybill |
| | | F | costing |

(5 × 1) (5)
**[20]**

**TOTAL SECTION A: 20**

## SECTION B

## QUESTION 2

Read the Extract below and answer the following questions:

2.1

**South Africa's sustainable development vision for Transport**

The sustainable transport vision for South Africa is underpinned by the social, economic, and environmental pillars of sustainable development. It aims to provide an integrated, well-managed, viable and sustainable transport infrastructure, meeting national and regional goals into the 21st century, to establish a coherent base to promote accessibility and the safe, affordable, reliable movement of people, goods, and services.

Transport infrastructure in South Africa will serve as a hub for transport in Southern Africa, promote economic development by removing constraints on latent demand in development corridors, encourage public passenger transport, allow for seamless inter-modalism, and be structured to ensure environmental sustainability and achievement of internationally accepted standards.

**Source: Drawn from White Paper for Transport Policy**

2.1 State TWO main categories of services provided by National Ports. (2)

2.2 Briefly state how transport infrastructure can be encouraged in public passenger transport in terms of *distribution* and *transportation*. (2 × 2) (4)

2.3 Distinguish ONE type or mode of transport in public passenger transport, that needs viable infrastructure, where the movement of people and goods rely on it and discuss any SEVEN typical strengths thereof. (7 × 2) (14)

2.4 Explain the term *salvage* and provide ONE example of salvage goods (2 × 2 +1) (5)

**[25]**

## QUESTION 3

3.1 Study the extract below and answer the questions that follow:

> The demand for the best warehouses continues to eclipse supply across most cities that Knight Frank monitors. In Nigeria, for example, the long-term scarcity of quality warehousing has led to most multinational blue-chip occupiers, operating out of purpose-built, owned facilities around Ikeja, Sagamu and Agubaruwe. This trend means that demand to purpose-built prime warehousing space remains robust

*Adapted from property Wheel G,9 October 2021*

3.1.1 Advise Nigeria with FIVE activities on how to manage warehouses at their best. (5)

3.1.2 Briefly state how Knight Frank can accurately monitor or do order processing phase tasks. (6 × 2) (12)

3.1.3 State the FOUR pieces of documentation that can help prime warehousing space to deal with the inventory auditing process. (4)

3.1.4 Explain any FOUR errors which may be done by Nigerian warehouse staff that could lead to goods being returned to the warehouse. (4)

3.2 As part of warehouse management, customer relations play an important role in maintaining a good warehousing work environment as warehouses form the heart of freight logistics.

Explain any FIVE actions warehouse managers can take to gain a better understanding of their customers. (5)

3.3 Name FIVE activities when picking goods in a warehouse. (5)

**[35]**

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## QUESTION 4

4.1 Read the scenario below and answer the following questions:

**AsD FREIGHT**

Scotts Barber and Peter Brown started a small freight logistics company called AsD FREIGHT, which specialises in delivery services for small, medium and micro enterprises. The company usually generates a profit of R200 000 per annum.
The business is mostly affected by unstable economic factors which increase business expenses. In the year 2017, AsD FREIGHT saw some growth in the business profit.

Analyze the income statement of AsD FREIGHT for the year ending 31 December 2017

| | | |
|---|---|---|
| Sales | | R500.000 |
| Cost of Sales | | R150.000 |
| Gross Profit | | **4.1.1** |
| Other operating income | | R140.000 |
| Gross operating income | | R310 100 |
| **Operating expenses**: | | |
| Fuel and Toll fees | R20 900 | |
| Insurance | R7 800 | |
| Manpower costs | R50 660 | |
| Telephone | R3000 | |
| **Net Profit** | | **4.1.2** |

4.1.1 Calculate the gross profit for the year ending in 2017. (3)

4.1.2 Calculate the net profit for the year ending in 2017. (3)

4.2 Give THREE examples of fixed costs. (3)

4.3 Differentiate between *income* and *revenue* and provide an example of where revenue for AsD FREIGHT might have been gained for the year 2017. (3 × 2) (6)

4.4 Describe any FIVE personality traits that employers seek from transport, logistics and supply chain graduates. (5)
**[20]**

**TOTAL SECTION B: 80**
**GRAND TOTAL: 100**

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