higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 2

(11020312)

15 November 2022 (Y-paper)
13:00–16:00

This question paper consists of 6 pages.

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TIME: 3 HOURS
MARKS: 100

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. Start each section on a new page.
5. Use only a blue or black pen.
6. 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 correct 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 Which ONE of the following is NOT part of fragile goods?

A Electronic devices
B Glassware
C Stones
D Furniture

1.1.2 The … sector is involved with processing and manufacturing activities.

A primary
B secondary
C tertiary
D business

1.1.3 Which ONE of the following unions does not represent workers in the transport industry?

A PTWU (Professional Transport Workers Union)
B MTWU (Motor Transport Workers Union)
C DENOSA (Democratic Nursing Organisation of South Africa)
D TAWUSA (Transport and Allied Workers Union of South Africa)

1.1.4 Which one of the following vehicles below belongs to class 1 category of vehicles?

A Heavy motor vehicle
B Light motor vehicle
C Medium heavy motor vehicle
D Extra-heavy motor vehicle

1.1.5 The … penalises drivers who are guilty of road offences through the imposition of demerit points that can lead to suspension or cancellation of a driving licence.

A Road Traffic Quality System
B National Road Traffic Act
C Administration Adjudication of Road Traffic Offences Act
D National Land Transport Act

(5 × 1) (5)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Marine transport is the most expensive mode when transporting high bulk of goods over long distances.

1.2.2 An 18-year-old person can apply for a professional driving permit for transporting dangerous goods.

1.2.3 The Criminal Procedure Act deals with the health and safety of people at work.

1.2.4 Ethical problems in the transport business are worsened by the lack of work ethics and lack of responsibility.

1.2.5 In the transport business, the customer will look for quality customer service.

(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 (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 The (National Road Traffic Act / National Transportation Act) is an act that regulates and controls all road traffic matters in South Africa.

1.3.2 The customer's needs are addressed through the (Human Resource/Marketing) or promotion of services.

1.3.3 The term (Procurement/Contracting) normally refers to the process when two parties enter into a legal agreement.

1.3.4 The management of the company's transportation vehicles is referred to as (Financial/ Fleet) management.

1.3.5 A (Commodities/Transport) business offers transportation services of goods or people to customers locally or internationally.

1.3.6 (Vehicle maintenance control/fleet control) ensures that goods get delivered to customers on time.

1.3.7 Transport Operations form part of the (secondary/tertiary) sector.

1.3.8 (Reactive/preventative) refers to maintenance that is carried out to repair a part or component after it has failed.

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1.3.9 Air pollution is a result of a/an (direct impact/indirect impact) on the environment.

1.3.10 (Outsourcing/financing) refers to the contracting of an outside party to perform certain tasks.

(10 × 1) (10)

1.4 Choose a/an word/item 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	Business operator licensing and registration	A	National Land Transport Transition Act
1.4.2	Fruit and vegetables	B	Motor Transport Workers Union
1.4.3	Plans and makes provision for the land transport infrastructure and facilities	C	Battery service
		D	Driver control
1.4.4	Represent workers in the transport industry	E	National Land Transport Act
1.4.5	Typical routine maintenance services	F	Perishables

(5 × 1) (5)

[25]

TOTAL SECTION A: 25

SECTION B

QUESTION 2

2.1 Give THREE impacts that transport operations have on the environment. (3)

2.2 Describe FIVE ways to prevent unethical or illegal behaviour in a transport business (5 × 2) (10)

2.3 Give THREE reasons why transport operations are essential to the functioning of any society. (3 × 2) (6)

2.4 Suggest THREE reasons why the RTQS (Road Traffic Quality System) has failed to achieve its objectives to deal with green supply chain management practices. (3 × 2) (6)

[25]

QUESTION 3

3.1 Recommend THREE technologies that can be used by transport companies to improve cargo security. (3 × 2) (6)

3.2 List FIVE typical hazards that workers should be mindful of in their work area during the process of loading and off-loading. (5)

3.3 Discuss FOUR main aspects that need to be considered when controlling drivers. (4 × 2) (8)

3.4 Describe any THREE aspects of good customer service. (3 × 2) (6)

[25]

QUESTION 4

4.1 Differentiate between a *minibus* and a *midibus*. (5)

4.2 Explain THREE offences that could prevent an applicant from being issued with a Professional Drivers Permit (PrDP) (3 × 2) (6)

4.3 List THREE non-routine, familiar situations that occur from time to time, that can cause a motor vehicle breakdown. (3)

4.4 Discuss FOUR benefits of preventative vehicle maintenance. (4 × 2) (8)

4.5 Give THREE hidden costs of non-maintenance of vehicle (3)

[25]

TOTAL SECTION B: 75
GRAND TOTAL: 100

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