higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 2

(11020312)

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

This question paper consists of 6 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
TRANSPORT OPERATIONS
NQF LEVEL 2
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. 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 The … furthers the process of transformation and the restructuring of the national land transport system.

A National Land Transport Transition Act No. 22 of 2000
B Cross Border Act No. 4 of 1998
C National Land Transport Act No. 5 of 2009
D Explosive Act No. 15 of 2013

1.1.2 … record(s) the measurements of a tachometer.

A A tachograph is a device that
B A biometric system
C Fleet performance reports
D Infringement reports

1.1.3 … system maintenance begins with maintenance of the battery.

A Electrical
B Lubrication
C Fuel
D Braking

1.1.4 Fleet management applies to … transport.

A road
B rail
C water
D maritime

1.1.5 The … system provides repair technicians with information about the condition of various vehicle subsystems.

A explosive detection
B tamper-resistant
C on-board diagnostic (OBD)
D blast-resistant

(5 × 1) (5)

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

1.2.1 Traffic congestion has an impact on the environment.

1.2.2 Driver control forms part of the supervisory responsibilities in the transport sector.

1.2.3 Customer service does not include serving the customer before, during and after the service.

1.2.4 Loading and unloading petroleum products should be done by someone who has been trained to do that.

1.2.5 A driver with a C1 driving licence code is authorised to drive a Class 2 heavy motor vehicle which may pull a light trailer up to 750 kg GVM.

(5 × 1) (5)

1.3 Complete the following sentences by writing only the missing word or words next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 … products are generally loaded at petroleum service stations.

1.3.2 … system problems account for a high incidence of on-the-road breakdowns.

1.3.3 Air transport includes domestic or … air transport.

1.3.4 ... are the most convenient and economical mode of transport for fluids if the volume to be transported is large.

1.3.5 … transportation is the use of different modes in combination for the efficient use of the advantages of each mode.

(5 × 1) (5)

1.4 Choose the correct term from those given in brackets and write only the answer next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 A freight container is also referred to as a (intermodal container/cargo transport unit).

1.4.2 (Switch/Front)-loading happens when low-explosive products are loaded in compartments that previously contained high-explosive products.

1.4.3 Personnel involved with transporting flammable products must know how to use portable (water hydrants/fire extinguishers).

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1.4.4 (Fleet administration/Fleet control) systems are used to ensure that vehicles are roadworthy.

1.4.5 (Indirect/Direct) impacts are immediate consequences of transport activities on the environment.

(5 × 1) (5)

1.5 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	Maintenance that is scheduled based on time or travelling distance	A	primary sector
		B	ethics
1.5.2	Identifying a target group	C	routine
1.5.3	Transportation not available for the general public	D	fleet scheduling
		E	private
1.5.4	Extraction of raw materials from the natural environment	F	marketing
1.5.5	Deciding on what is right or wrong	G	secondary sector

(5 × 1) (5)
[25]

TOTAL SECTION A: 25

SECTION B

QUESTION 2

2.1 State SIX classes of vehicles that are regulated by the Road Transport Quality System. (6)

2.2 Describe FOUR important roles of transport operations in the transport business. (4 × 2) (8)

2.3 Name and discuss SIX core ethical values that should be applied in a transport business. (6 × 2) (12)

2.4 Differentiate between the following terms:

2.4.1 Transport operations

2.4.2 Transport business sector

(2 × 2) (4)
[30]

QUESTION 3

3.1 Name the FOUR broad categories of transport services that are found in South Africa. (4)

3.2 State FOUR benefits of good vehicle replacement planning. (4)

3.3 Discuss FOUR processes on which the Human Resource (HR) department focuses to contribute to the effective management of employees and teams. (4 × 2) (8)

3.4 State THREE uses of technology applied by companies to improve cargo security. (3 × 2) (6)

3.5 State THREE things that are not regarded as acceptable customer service in the transport business. (3)
[25]

QUESTION 4

4.1 Give THREE reasons why maintenance and cleanliness of cooling systems in vehicles are of prime Importance. (3 × 2) (6)

4.2 Differentiate between *routine* vehicle maintenance and *non-routine* vehicle maintenance. (2 × 2) (4)

4.3 Describe FOUR common causes of premature battery failure. (4)

4.4 State THREE general procedures that drivers must follow when loading and offloading petroleum products. (3 × 2) (6)
[20]

TOTAL SECTION B: 75
GRAND TOTAL: 100

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