higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

4 November 2022

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 True
1.2 True
1.3 False
1.4 False
1.5 True
1.6 True
1.7 False
1.8 True
1.9 False
1.10 True

(10 × 1) **[10]**

QUESTION 2

2.1 E
2.2 I
2.3 A
2.4 H
2.5 J
2.6 B
2.7 G
2.8 D
2.9 F
2.10 C

(10 × 1) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 3

3.1.1 One of the unique characteristics of road transport is its ability to cater for individual choice and flexibility.
The ability to deliver at any site and the flexibility of scheduling, allow road transport to capture a major chunk of the transport market.✓✓

3.1.2 Rail transport is the transportation of goods and passengers on rail lines by trains. Currently, rail transport focuses mainly on transporting specific products. Its unique characteristics include the ability to carry large amounts of goods over long distance at lower costs than road transport.✓✓

(2 × 2) **[4]**

QUESTION 4

4.1
- Convenience
- Speed
- Carrying capacity
- External factors
- Right of way
- Security
- Safety (Any 4 × 1) (4)

4.2
- Foodstuffs, Cosmetics and Disinfectant Act (Act 54 of 1972)
- National Health Act, 61 of 2003, which regulates the hygiene of foodstuffs
- Regulations under the Health Act (Act No.63 of 1977), which regulate the hygiene aspects of food premises.
- International Health Regulations Act (Act No. 63 of 1977). Requirements for packaging and work areas differ widely depending on the industry and the product.
- South African Institute of Packaging (IPSA) that is affiliated to the World Institute of packaging.
- Packaging Council of SA (PACSA) is closely associated with the Institute of Packaging South Africa and focuses on issues related to environmental matters. (Any relevant answer 2 × 5) (10)

4.3
- Class A items may be monitored daily.
- Class B items may be controlled by using an economic order quantity model.
- Class C can be controlled as a minimum safety stock, and perhaps needs no monitoring at all.
- Class A items may be stocked in all warehouses.
- Class B items may be stored only in a few selected regional warehouses.
- Class C items may only be stored at the manufacturing plant or distribution centre. (2 × 5) (10)

4.4
- Mail
- Fax or telephone
- E-mail
- Electronic data interchange (4)

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4.5
- Listen: Allow unhappy customers to vent their feelings
- Apologise: If a mistake has been made, your customer deserves an apology. Remember that the apology is made on behalf of the company.
- Take notes: Write down important points while the customer is still talking.
- Restate the situation as you understand it. Once the customer has finished speaking, summarise what you have heard.
- Ask for suggestions: By asking customers what they would like you to do to solve the problem, you are giving them a chance to state exactly what they need, want and expect.
- Get agreement: Make sure that what you undertake to do is what the customer understands you to be doing. (6 × 2) (12)

[44]

QUESTION 5

5.1
- Reuse centres are used to collect previously used, yet perfectly usable, material and equipment. The products and goods are then offered to other entities that may benefit, such as schools, community and individuals.
- Remanufacturing: Repairs and overhaul businesses use valuable parts, such as engine blocks and ship and refurbish them in a factory environment.
- Deposit programmes provide a financial incentive to return packaging material and other goods for reuse.
- Closed-loop programmes are used extensively for packaging material, for example in furniture removal companies, and when the company is involved in the regular transportation of goods from a central manufacturing facility to warehousing.
- Refilling programmes consist of minimal packaging and are merely intended to carry the product home, where it is transferred to a container.
- Upcycling is a about giving a new, more valuable purpose to an item.
- Re-refining into lubricating oils – this is probably the best way to recover the value associated with used oil and is a true form of recycling.

(Any relevant answer 5 × 2) (10)

5.2
- Integrating new customers, products, services or customer-specific procedures without large expenditure
- Outsourcing sub-processes while retaining ownership rights
- Organising the warehouse to comply with cost-efficient service levels
- Improving the delivery capacity of suppliers
- Identifying and resolving critical situations early
- Coordinating the flow of material and information

(Any relevant answer 4 × 2) (8)

5.3
- Heavy equipment accidents: Employees tend to forget the danger of working with heavy warehouse equipment such as forklifts. If the operator underestimates the danger of the machine, this can lead to accidents.
- Slips and trips: In the warehouse, employees must look out for loose material such as sawdust, plastic, sand or even some of the products that may have spilled, such as sugar.
- Falls and crashes: Most injuries in the warehouse can be attributed to falling – either because of slip or trips or because of working above ground level.
- Fires: They can cause serious hazards in the warehouse. There are many policies to prevent fires in the workplace.
- Moving parts: These are a common warehouse and plant workplace hazard. It is important that staff understand the risk of working in such an environment and are cautious to prevent workplace injuries.

(Any relevant answer 5 × 2) (10)

5.4
- Procurement of warehouse space
- Storage and shelving items
- Packaging components and equipment
- Inventory and raw material
- Material handling equipment
- Furniture
- IT hardware and software
- Vehicle monitoring and routing systems
- Administration office needs
- Vehicles
- Labour

(Any 5 × 1) (5)

5.5
- Do not take what is said personally.
- Do not fidget with pens, pencils, your tie.
- Do not interrupt the customer.
- Do not use negative body language (fold your arms across your chest, for instance).
- Do not shout louder than the customer.
- Do not focus on how the customer is saying things, but focus on what is being said.
- Do not make promises that cannot be kept.
- Do not allow an irate customer to create a bad atmosphere – move them to an office where other customers will not hear them.

(Any 4 × 2) (8)

[41]

QUESTION 6

6.1
- Direct dumping to landfill: With this method, both the energy value of the used oil and the potential for adding value are lost.
- Direct burning in boilers, furnaces and kilns: With this method, the untreated used oil with all its harmful components provides a very cheap and effective fuel, but the combustion process may release heavy metals into the atmosphere as well as other harmful by-products of combustion.
- Simple reprocessing into industrial fuels: With this process, solids and water, and to a small extent heavy metal contaminants, can be removed from the used oil.
- Complex reprocessing into industrial fuels: Complex reprocessing can produce a very useful low-sulphur industrial fuel and other valuable industrial fuels when blended with treated discarded hydrocarbon fluids.
- Processing into blasting explosives: This oil processing method relies on the cheap source of energy that used oil can provide and the fact that the used oil is a liquid of the correct viscosity
- Re-refining into lubricating oils: This is probably the best way to recover the value associated with used oil and a true form of recycling.
- Cement kiln (oven) and lime kiln fuel: This is currently considered to be the most environmentally acceptable way to dispose of used lube oils.
- Electronic commerce: selling via the internet has forced many companies to focus on their reverse logistics capabilities (Any relevant answer 5 × 2) (10)

6.2
- Cost reduction
- Flexible packaging and adaptation to the customer's needs
- A wide range of paper combinations
- Recyclability
- Reliability (Any 4 × 1) (4)

6.3
- Description
- Value
- Location
- Reorder levels, quantities and lead times
- Supplier details
- Information about inventory history (Any 5 × 1) (5)

6.4
- Name and address of sender and receiver of goods
- Addresses of both departure and destination points
- Vehicle/Vessel used
- Dates of departure and arrival
- An itemised list of goods being transported, including the number of packages and kind of packaging
- Marks and numbers on the packages
- Weight and/or volume of the cargo
- The rate at which the goods are transported and the total amount, plus VAT (Any 5 × 2) (10)

[29]

QUESTION 7

7.1 The concept *moment of truth* can be defined as a connection between a customer and a service provider, where a lasting positive or negative impression is created. (2)

7.2
- National Environmental Management Act: Waste
- Environment Conservation Act (2)

7.3
7.3.1 Storage cabinets
7.3.2 Palletising
7.3.3 Racking
7.3.4 Container

(4 × 1) (4)

7.4
- Identify a requirement: Employees in companies have to submit a requisition to the procurement department when they want to procure goods or services.
- Obtain quotes: The procurement department may contact their usual suppliers telephonically to provide them with quotes or send them a request for quotation.
- Assess offer: Once they have received the quotation, they may decide to implement a tender process to ensure that they make the right decision.
- Place the order: In many cases, an order is placed based on a quote received from a preferred provider.
- Receive goods: Goods are accompanied by a delivery note that specifies all the items in the package.
- Pay the supplier: The final step in the procurement process is payment processing. (Any 3 × 2) (6)

7.5
- Maintenance
- Finance
- Human resources (Any ONE) (1)

7.6 Goods returned form (1)

[16]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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