higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 3

(11020323)

08 November 2022 (X-paper)
09:00–12:00

This question paper consists of 6 pages.

181Q1N2208

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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. Write with only a blue or black pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 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 (1.1–1.5) in the ANSWER BOOK.

1.1 Its primary function is the transportation of iron ore.

A Air transport
B Rail transport
C Sishen-Saldanha railway line
D Maritime transport

1.2 These are designed to specifically transport rail wagons.

A Sea transport
B Ro-Ros
C Vessels
D Cranes

1.3 They refer to aspects that have an impact on how a business operates.

A Business sector
B Market factors
C Technical factors
D Industries

1.4 It refers to the right to operate transport services in a specified territory.

A Fixed cost
B Variable cost
C Permit cost
D Cabotage

1.5 It runs on various routes throughout southern Africa, from South Africa to Namibia and Tanzania.

A Rovos Rail train
B Pipelines
C Gautrain
D Public inland air passengers

(5 × 1) **[5]**

QUESTION 2

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (2.1–2.5) in the ANSWER BOOK.

2.1 A … carrier provides services to the general public.

2.2 … includes all public and private modes to transport people by air or over land or water, whether scheduled or unscheduled.

2.3 When only one company or entity has the right to render a specific type of service.

2.4 … should not be allowed to leave carry-on baggage in a doorway or aisle.

2.5 … is the movement of one unit load from origin to destination by several methods of transportation under one document, without breaking up the unit load.

(5 × 1) **[5]**

QUESTION 3

Define the following terminology:

3.1 Gantry crane

3.2 Carbon dioxide

3.3 Seamless supply chain

3.4 Transtainer

3.5 Transportation

(5 × 2) **[10]**

TOTAL SECTION A: 20

SECTION B

QUESTION 4

Read the following case study and answer the questions below:

Hardee Transportation

Jim O'Brien, the manager of Hardee Transportation, is concerned about a new request from his largest customers, which has caused some discord. The new rule limits the pick-up and delivery time to 10 hours maximum for each driver. The dispatch centres and bobtail patterns are also set to reflect the same operation hours. But Hardee's customers suggest that the PUD hours need to increase to 14 hours to meet the demand.

Jim proposes that his sales team either have the customer increase the detention charges or consider dropping the customers. But his sales team is against Jim's proposal because the company could lose revenue and future customers. One of the solutions is to implement Jim's suggestion, having the customers to reduce their loading or unloading time; also, the company can provide their own employees and equipment to load or unload the material, so the drivers can get on the road quicker. If customers are willing to do that, it will benefit both sides.

They can also negotiate new prices for that. Customers receive their services on time at a discount price and the ***transport*** company does not have to break the 10-hours driving rule without dropping any customer. A second solution is to re-assign the routes. Heavy traffic on highways poses a big problem.

[Source: *study Mode.com*]

4.1	Briefly state ONE mode of transport that Hardee can use to limit the 10-hours maximum of each driver.	(2 × 1)	(2)
4.2	Name and explain FIVE generic modal characteristics of transport that Hardee can adopt to avoid traffic problems.	(5 × 2)	(10)
4.3	Outline TWO intermodal aspects that will reduce their loading and off-loading time.		(2)
4.4	Describe FIVE market and business factors that can assist Jim to improve his business.	(5 × 2)	(10)
4.5	State FIVE electronic systems Jim can use to negotiate better prices.	(5 × 2)	(10)
			[34]

QUESTION 5

5.1	Describe FIVE types of safety legislation regarding the mode of transport required in QUESTION 4.1.	(5 × 1)	(5)
5.2	Name and explain FOUR general routing requirements.	(4 × 2)	(8)
5.3	Draw a diagram of the procedures for making a reservation.	(9 × 1)	(9)
5.4	Differentiate between the *private* and *public* transport systems.	(2 × 2)	(4)
5.5	State FIVE reasons for planning and regulating passenger transport matters.	(5 × 2)	(10)
			[36]

QUESTION 6

6.1	Define *fixed cost*.		(2)
6.2	Mention FOUR procedures for handling expired tickets refunds.	(4 × 1)	(4)
6.3	Briefly state TWO evacuation requirements and procedural rules.	(2 × 2)	(4)
			[10]

TOTAL SECTION B: 80
GRAND TOTAL: 100

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