higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 2

8 December 2020

This marking guideline consists of 5 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1 False
1.2 True
1.3 True
1.4 False
1.5 True
1.6 False
1.7 True
1.8 False
1.9 True
1.10 True (10 × 1) **[10]**

QUESTION 2

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

(10 × 1) **[10]**
TOTAL SECTION A: 20

SECTION B

QUESTION 3

3.1 3.1.1 The way that the movement of goods between one point and another is managed to ensure that the requirements of customers are met.

3.1.2 Activities, functions or processes that are performed by another company for a period of time.

3.1.3 Refers to the movement of goods and materials within the warehouse. (3 × 2) (6)

3.2 3.2.1 Gross domestic product

3.2.2 Break-even point

3.2.3 South African Airways

3.2.4 First-in-first-out (4 × 1) (4)

3.3
- Rail transport generally costs less
- It is not vulnerable to traffic congestion
- It is less affected by bad weather conditions
- Rail wagons cannot be stolen or hijacked
- Trains travel a high average trip speed
- Private side-lines can connect customers' facilities to the rail network allowing for loading and offloading (Any 4 × 2) (8)

3.4
- Transport – The movement of people or goods by means of diffrent modes of transport.
- Logistics – A process to ensure that the right type of product is delivered at the right time, at the right price and in the right condition, to meet the customer’s expectations. (2 × 3) (6)

[24]

QUESTION 4

4.1 4.1.1 A customer is a person with whom the business exchanges value. (2)

4.1.2
- Listen carefully to the customer's complaint.
  Test your understanding of the complaint by repeating the complaint in your own words.
- Do not play the blame game.
  If you made a mistake, take the responsibility to correct it.
- Acknowledge the mistake and apologise to the relevant role-players.
  Show genuine concern for the customer's situation.
- Do not take it personally.
  We all make mistakes at some time or another.
- Try to think of ways to lessen the impact of the error.
  Offer options to rectify the situation.
- When you have agreed on an option to rectify the error, you also need to agree on a time and date of delivery.
- Do follow up.
  Not only when you have messed up but so that the customer knows that you care. (Any 4 × 2) (8)

4.2
- Contains or stores goods
- Apportions or separates goods in units
- Eases transport handling
- Provides information
- Protects against oxygen, water, vapour or rust
- Controls portions
- Adds convenience
- Supports branding and marketing of goods
- Physically protects goods (Any 4 × 1) (4)

4.3
- Cost and efficiency savings
- Reduced overhead costs
- Increased profits
- Acess to more knowledge, talent and experience (Any 3 × 2) (6)

4.4
- Inventory records may be incomplete or wrong
- Inventory items may not exist
- Inventory carrying values may be wrong
- Inventory information may be processed in the wrong period (Any 2 × 2) (4)

4.5
- Litres
- Kilograms
- Metres
- Kits
- Sets (Any 4 × 1) (4)

Copyright reserved

4.6
- Picking wrong items
- Damaged goods
- Wrong quantity was sent
- Errors made in order processing
- Incorrect pricing (Any 4 × 1) (4)

[32]

QUESTION 5

5.1 5.1.1 R2 000 000 – R500 000
= R1 500 000✓✓

5.1.2 R1 500 000 – R650 000
= R850 000✓✓ (2 × 2) (4)

5.2
- Clearly shows how much money was made and how money was spent within a given period of time
- Shows how much profit was earned or loss made within a given financial period
- Helps pinpoint items that are caused unexpected expenditure
- One can deduce whether the income is rising or stagnating by comparing income and expenditure statements for different consecutive periods (Any 2 × 2) (4)

5.3
- Fixed costs – are costs that have to paid by a company irrespective of any other business activities.
- Variable costs – are costs that vary depending on a company's business activities. (2 × 2) (4)

5.4
- Rent
- Salaries
- Depreciation
- Insurance (Any 2 × 1) (2)

5.5
- Be willing to start at the bottom
- Be dedicated and work hard
- Have a clear career path in mind
- Show a positive attitude twards life-long learning
- Have self-confidence and determination
- Build your knowledge and skills through the right qualifications (Any 4 × 2) (8)

5.6 This department is responsible for dealing with clients, handling the sales process and ensuring that the client receives the product or service purchased. (2)

[24]

TOTAL SECTION B: 80
GRAND TOTAL: 100

Copyright reserved