higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

XX February 2020

This marking guideline consists of 6 pages.

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QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

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

(10 × 1) **[10]**

QUESTION 3

- Man-driven
- Animal-drawn
- Motor-driven **[3]**

QUESTION 4

4.1 4.1.1
- The volume of goods to be stored
- The size and characteristics of goods to be stored
- Speed of throughput required
- The transit point
- Number of different types of goods to be stored.
- Handling characteristics of items. (6 × 2) (12)

4.1.2
- Costly errors
- High transportation costs
- Lack of reliable labour
- Loss of business (4)

4.2 4.2.1 Container
4.2.2 Palletising
(2 × 1) (2)

4.3
- Often described as the science of preparing units of goods to be transported and ultimately to be sold.
- Sometimes so important that it costs more than the product itself. Most consumers judge a product by its packaging. Attractive packaging is used to get the attention of first-time buyers.
- Containing or storing goods.
- Apportioning or separating goods in units.
- Protecting goods physically.
- Making transport, handling and uniting easier.
- Serving as barrier protection against oxygen, vapour or rust.
- Control portions (e.g. single portion packaging). (Any 5 × 2) (10)

[28]

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QUESTION 5

5.1
- Heavy equipment accident
- Slips and trips
- Falls and crashes
- Fires
- Crushing
- Exposure to harmful substances
- Moving parts
- Ergonomics
- Falling objects
- Lack of safety training (Any 7 × 1) (7)

5.2
- Working stock
- Cycle stock
- Safety and buffer stock
- In-transit inventory
- Promotional stock
- Seasonal stock
- Dead stock (7)

5.3
- Shelves
- Tote bins
- Live storage
- Drawer systems
- Mobile shelves
- Carousels
- Storage cabinets (Any 6 × 1) (6)

5.4
- Delivery and supplier notes for incoming goods
- Purchase orders, receipts and credit notes
- Return notes
- Requisition and issue notes for outgoing goods (Any 3 × 2) (6)

5.5
- Company cannot meet the customer's expectations
- Increase in production (Any 2 × 1) (2)

[28]

QUESTION 6

6.1 6.1.1 Preparation
6.1.2 Sales order
6.1.3 Routing
6.1.4 Picking
6.1.5 Distribution
6.1.6 Delivery

(6 × 2) (12)

6.2
- Hino
- Isuzu
- UD

(3)

6.3
- Purchase requisition – It is a formal written request form. It is used by the procure department or purchase officer of a company to request that a purchase order be made out for goods or services that are needed by the company.
- Purchase order – It is a form given by a buyer or customer to a supplier. It indicates the quantity, the price and the payment term.
- Bill of lading – It is issued by a transport company or its agent, to the supplier of goods that must be transported. (3 × 2) (6)

6.4
- Intercompany transfer note
- Sales advice
- Pick list

(3)

QUESTION 7

7.1 7.1.1
- Moment of truth is a connection between a customer and a service provider
- where a lasting positive or negative impression is created.

(1 × 2) (2)

7.1.2 Examples of a moment of truth in the transport industry include:
- Talking to a customer in person on the phone
- Sending a short message, email or letter to a customer (2 × 1) (2)

7.2
- To define difficult customers, your interaction with them will be identified by negativity, rudeness anger or aggression. Sometimes they might be lacking knowledge about your product, service or policies.
- Acknowledge the problem, whoever is at fault. Customers want to know that you recognise that there is a problem. Offer an apology even if you know you are not to blame.
- Listen, ask questions and show that you care. It is tempting to be defensive, but nothing makes customers angrier. Give the customer your full attention and listen.
- Fix the problem. If the customer is complaining, follow the complaint-handling policy. Tell him/her what you can do, not what you cannot do.
- Follow through and check that things were resolved to the customer's satisfaction. (5 × 2) (10)

7.3
- The role of maintenance – Vehicles need to be maintained regularly to ensure that they function properly. Preventative maintenance is carried out regularly, based on the number of kilometres driven.
- The role of finance – Finance is the function in a business responsible for acquiring funds for the company, managing finances and planning for the expenditure of funds on various assets.
- The role of human resources – To ensure that the right people with the right skills are employed, that they are deployed in the right place and that they are rewarded for the work they perform.
- The role of health and safety – To be committed to operating in an environment that is safe and without unnecessary risks to the health of its workers.
- The role of information technology – The advances in computer and telecommunication technology have provided companies with the information necessary to enter the era of electronic commerce. (5 × 2) (10)

[24]

QUESTION 8

8.1
- Customers not satisfied – When customers are not entirely satisfied with a product, have sudden problems with product installation or return a product because it is faulty, they may take advantage of a money-back guarantee.
- Installation or usage problem – Customers may experience valid problems with the installation or usage of recently bought products.
- Warranty claims – Products or parts that are defective can be returned to retailers or the manufacturer for repair. If the product is still within the warranty period provided by the manufacturer, customers are allowed to return products to the manufacturer.
- Faulty-order processing – Distribution delays, unsold stock, the end of a life cycle or serious product flaws can result in product returns.
- Retail overstock – Manufacturers may provide resellers with the luxury of returning unsold stock.
- End of product life cycle – Once a product has reached the end of its life cycle, old products may have to be disposed of to make way for new stock.

(6 × 2) (12)

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8.2 8.2.1
- National Environmental Management: Waste Act (Act No. 59 of 2008)
- Environment Conservation Act (Act No. 73 of 1989) (2)

8.2.2
- Regulate waste management to protect health and the environment by preventing pollution and the degradation of the environment
- Provide guidelines for an institution for the planning of waste management
- Describe specific waste management regulations
- Provide a national waste management information system

(4 × 2) (8)

8.3 Stock adjustment form (1)
[23]

TOTAL: 150

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