higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

FREIGHT LOGISTICS
NQF LEVEL 3

(11020263)

26 February 2020 (X-paper)
09:00–12:00

This question paper consists of 7 pages.

053Q1S2026

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TIME: 3 HOURS
MARKS: 150

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 blue or black pen.
5. Write neatly and legibly.

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QUESTION 1

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Disadvantages of pipelines are that they are not flexible and are limited in terms of commodities that can be transported.

1.2 The most unique characteristic of road transport is the ability to cater for choice and flexibility.

1.3 The main disadvantage of maritime transport is the limited range regarding operation and speed.

1.4 One of the advantages of air transport is that it is the most convenient mode of transport during natural disasters.

1.5 The main objective of the tender process is to advance BEE.

1.6 Order processing is the process of confirming that the product is available.

1.7 Difficult customers lack knowledge about your product, service or policies.

1.8 Different modes of transport do not have advantages and limitations.

1.9 Man-driven refers to individuals carrying goods on their heads or on bicycles.

1.10 Ropeways are often used to travel on water.

(10 × 1) **[10]**

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QUESTION 2

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Material-handling equipment	A	warehouse
2.2	Estimate the quantity of service or products that consumers might purchase	B	in-transit inventory
2.3	Safekeeping of goods and material	C	reverse logistics
2.4	Destruction and deterioration of material due to the environment	D	pick list
2.5	Stock that is transported to the customer	E	crane
2.6	Provision of quantity and amount	F	corrosion
2.7	List of items to be collected in the warehouse	G	recycling
2.8	Customer gives instructions to the bank to pay a supplier	H	EFT
2.9	Process of reusing a given product (beyond its intended use)	I	palletising
2.10	Returning goods because of poor quality	J	demand forecasting
		K	invoice

(10 × 1) **[10]**

QUESTION 3

Name THREE types of road transport. **[3]**

QUESTION 4

4.1 Read the scenario below and answer the questions.

> Overcrowding in the warehouse environment is an ongoing struggle for the management of a large percentage of warehouses.
> Warehouse managers across the entire US are consulting with our warehouse consultants every day to seek solutions for this common problem that causes many accidents each year.
> Overcrowding in a warehouse can lead to a variety of safety issues, such as **overloaded pallet racking**. This can cause the racking to collapse, which can cause damage to the inventory, downtime in the warehouse and could even lead to injuries to the workers.
> **Insufficient space** leads to crowding on the floor and, therefore, more injuries and accidents from tripping hazards and line-of-sight issues.
> **More forklift accidents** take place, because there is often not enough room to manoeuvre a forklift safely, resulting in workers being involved in more accidents, as well as damage to the pallet racking.

[Source: *www.dakequipment.com*]

4.1.1 State SIX factors that must be considered when choosing a warehouse site. (6 × 2) (12)

4.1.2 State FOUR consequences of the wrong site selection. (4)

4.2 Name the following storage items:

4.2.1



4.2.2



(2 × 1) (2)

4.3 State FIVE roles and functions of packaging. (5 × 2) (10)

[28]

QUESTION 5

5.1 State SEVEN types of accidents and hazards that could take place if safety measures are not in place to protect material. (7)

5.2 Name SEVEN types of inventory (stock). (7)

5.3 Name SIX storage components/options for storing small items. (6)

5.4 Describe THREE documents that are used for the control of inventory. (3 × 2) (6)

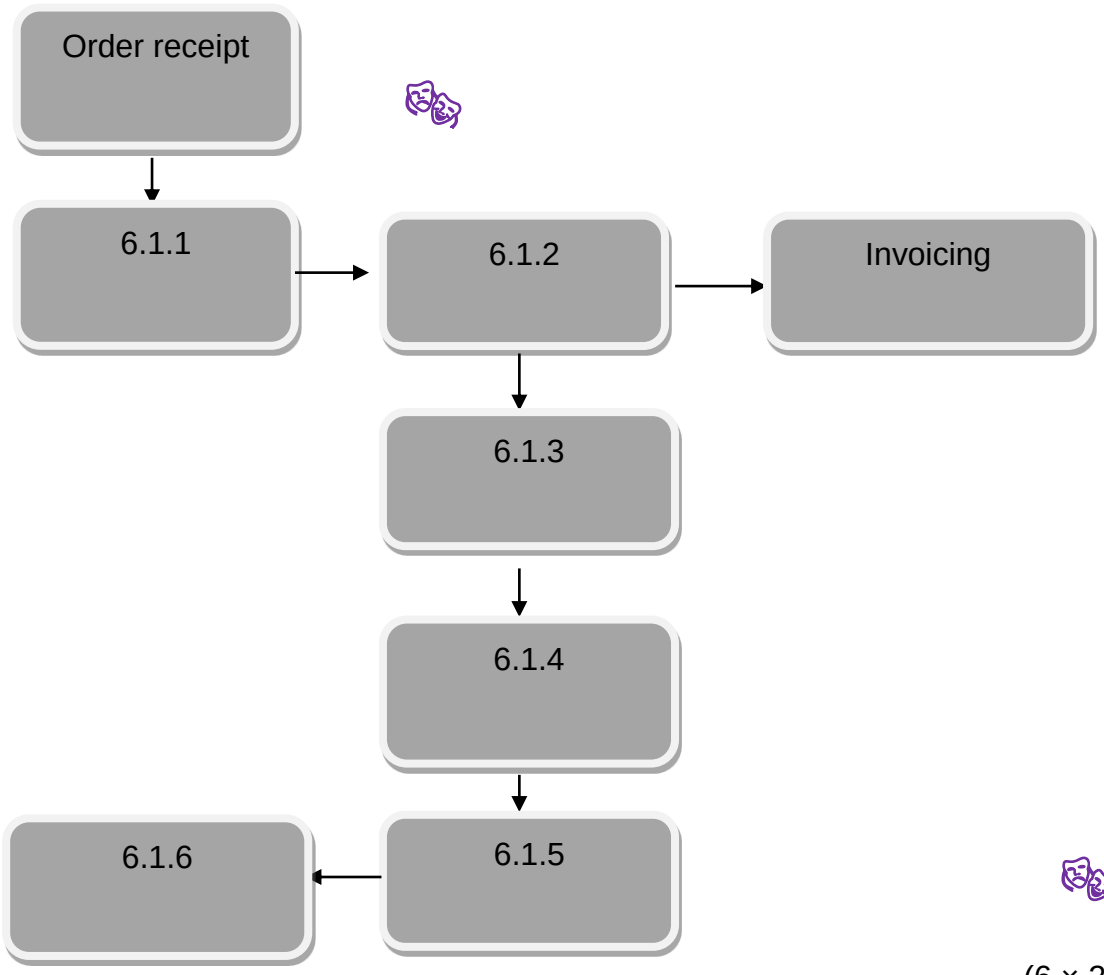
5.5 Name TWO consequences of improper inventory. (2)

[28]

QUESTION 6

6.1 Complete the order process cycle from the point that the order is received to the point of delivery by choosing the processes from the list below. Write only the answer next to the question number (6.1.1–6.1.6) in the ANSWER BOOK.

delivery; routing; preparation; picking; sales order; distribution



(6 × 2) (12)

6.2 Name THREE vendors and suppliers of a freight carrier. (3)

6.3 Name and explain THREE types of documents used at various stages of the order cycle. (3 × 2) (6)

6.4 List THREE different types of distribution communication. (3)
[24]

QUESTION 7

7.1 7.1.1 Define the term *moment of truth.* (1 × 2) (2)

7.1.2 Give TWO typical moments of truth in the freight logistics environment. (2 × 1) (2)

7.2 State FIVE fundamental principles to deal with difficult customers and give an explanation of each. (5 × 2) (10)

7.3 State FIVE main roles of maintenance and service support, and give an explanation of each. (5 × 2) (10)
[24]

QUESTION 8

8.1 Briefly describe SIX key elements of a return policy. (6 × 2) (12)

8.2 Legislation provides for protection of the environment during salvage and scrap disposal. With reference to this legislation:

8.2.1 Name ONE legislative framework. (2)

8.2.2 Briefly explain FOUR criteria of this legislative framework. (4 × 2) (8)

8.3 Name the document that must be completed to demonstrate that return goods are handled in line with policy requirements. (1)
[23]

TOTAL: 150

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