higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 2

(11020312)

8 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 7 pages.

NCV

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. Write neatly and legibly.

NCV

SECTION A

QUESTION 1

1.1 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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 … is transported in pipelines to various destinations.

A Coal
B Liquid
C Maize
D Livestock

1.1.2 A … in the transport business is responsible for sending out people or vehicles to where they are needed.

A driver
B dispatcher
C controller
D clerk

1.1.3 … refers to things put for conveyance or transportation, freight or cargo.

A Loading
B Offloading
C Marketing
D Delivery

1.1.4 ... services in the transport business include human resource management, security management and cleaning services.

A Technical
B Support and auxiliary
C Marketing
D Fleet control

1.1.5 … is an 80 km mass rapid transit railway system in Gauteng, which links Johannesburg, Pretoria, Ekurhuleni and OR Tambo International Airport.

A Metrorail
B Gautrain
C PRASA
D Metro bus

(5 × 1) (5)

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1.2 Indicate whether the following statements are TRUE or FALSE. Write only 'true' or 'false' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Outsourcing transport in a business allows the owner to focus on the business' core competencies.

1.2.2 Insurance is not compulsory when operating a taxi service.

1.2.3 Transport outsourcing in a business moves freight quickly and economically to its destination.

1.2.4 Variable expenses in the transport business include fuel, brakes, tyres, et cetera.

1.2.5 Liability/Cargo insurance do not form part of fixed expenses in a transport business.

(5 × 1) (5)

1.3 Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 … is a statement of principles that explains or states the conditions on how the transport business can be operated.

1.3.2 An instrument used to measure the rotation speed of a propeller shaft in a vehicle is known as a …

1.3.3 The mass or weight of a vehicle excluding the contents that it is carrying is referred to as …

1.3.4 … operations explore the technical and legal requirements of transportation and vehicle maintenance.

1.3.5 … transport reduces pollution and road congestion.

(5 × 1) (5)

1.4 Choose the correct word(s) from those in brackets. Write only the word(s) next the question number (1.4.1–1.4.5) in the ANSWER BOOK

1.4.1 Road transport operations require a basic understanding of transport (economics/organisations).

1.4.2 Customer satisfaction in transport business includes (efficiency/risk).

1.4.3 Marketing and sales activities in business transport do NOT include (service promotion/security services).

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1.4.4 (Good salary perks/unacceptable labour conditions) are one of the main challenges in the transport business ethics.

1.4.5 Future vehicle maintenance plans usually cover (predictive/diagnosed) maintenance costs.

(5 × 1) (5)

1.5 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–F) next to question number (1.5.1–1.5.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	Ethics	A	transport operations
1.5.2	Transport legislation	B	items that are to be inspected in a vehicle to ensure that it is roadworthy
1.5.3	Ropeways	C	determination of how business vehicles are being handled and where they have travelled to
1.5.4	Fleet management	D	Cross Boarder Road Transport Act
1.5.5	Checklist	E	lifting device used to transport light equipment across rivers
		F	moral principles that govern a person's behaviour

(5 × 1) (5)

[25]

TOTAL SECTION A: 25

SECTION B

QUESTION 2

Read the following case study and answer the questions.

Trade cannot take place without transport in any country. To improve the country's economy, the South African government established state-owned/public enterprises/entities. One of them is Transnet, which is the largest and most crucial part of the freight logistics chain that delivers goods to each and every South African. Transnet delivers thousands of tons of goods around South Africa, through its pipelines both to and from its ports.

2.1 Explain the role and importance of transportation in South Africa. (2)

2.2 What is the role of Transnet in South Africa? (2)

2.3 The public entities indicated below have both direct and indirect impact on transport operations and transport business.

Indicate the role of each of these entities as mandated by the minister of transport:

2.3.1 PRASA (Passenger Rail Agency of South Africa)

2.3.2 RAF (Road Accident Fund)

2.3.3 RTMC (Road Traffic Management Corporation)

2.3.4 SAMSA (South African Maritime Safety Authority)

2.3.5 SANRAL (South African National Roads Agency Limited)

(5 × 2) (10)

2.4 Name and discuss THREE challenges that face Road freight in South Africa.

(3 × 2) (6)

2.5 State any FIVE routine vehicle maintenance tasks. (5)

[25]

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QUESTION 3

3.1 Road safety in South Africa is one of the major objectives that the government wants to achieve through various projects.

Discuss the 'Arrive Alive Campaign' as one of these projects under the following:

3.1.1 Which department enforces the implementation of this campaign? (1)

3.1.2 Give the TWO critical periods of the year that this project is mostly implemented and enforced. (2)

3.1.3 State the THREE goals of this campaign as it operates under the name 365 days of Road Safety Programme. (3 × 2) (6)

3.2 Name any FIVE business ethics that the transport business should strive to meet in its operation. (5)

3.3 Knowledge of industrial relations for an employee in any business is important.

Indicate any FIVE things that should be included in the transport business employment contract. (5)

3.4 Vehicles carrying passengers or goods should meet certain legal safety standards in order to operate.

Name any SIX operating aspects that should be checked to ensure the vehicle's safety in respect of its COF (Certificate of Fitness). (6)
[25]

QUESTION 4

4.1 Name and discuss the FOUR basic types of transport found in South Africa. (4 × 2) (8)

4.2 State FIVE characteristics of in-transit care of freight. (5)

4.3 Explain FIVE advantages of a predictive maintenance approach in transport business. (5 × 2) (10)

4.4 Describe the term *outsourcing* in the transport business. (2)
[25]

TOTAL SECTION B: 75
GRAND TOTAL: 100

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