higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 2

(11020312)

20 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 6 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.

NCNQ

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 A vehicle transporting dangerous goods, with a gross vehicle mass exceeding 3 500 kg must comply with the …

A EIA (Energy Information Administration)
B IAPS (International Association for People-Environment Studies)
C SAEE (South Africa Environmental Effects)
D RTQS (Road Transport Quality System)

1.1.2 Business managerial ethics refers to …

A a system of moral principles.
B choosing to do the right thing.
C a set of rules from upper management defining what is right and what is right in an organisation.
D the business management plan.

1.1.3 A handy way to ensure that all required repairs are done:

A Maintenance
B Maintenance cost
C Maintenance repair
D Checklist

1.1.4 … facilitate the security of supply of petroleum products.

A OBD (On Board diagnostic)
B PPE (Personal Protective Equipment)
C SAPIA (South African Petroleum Industry Association).
D SAPS (South African Police Service)

1.1.5 Petroleum products are usually transported in a/an … state.

A Vaporous
B oil-liquid
C petrol-liquid
D liquid

(5 × 1) (5)

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 A safety officer is responsible for using a motor vehicle of any class.

1.2.2 Air is the best mode of transport for heavy and expensive cargo.

1.2.3 Automotive on-board diagnostics refers to the self-diagnostic and reporting capability of vehicles.

1.2.4 No maintenance plan can be truly effective unless its success can be measured.

1.2.5 Motor vehicles have become an important form of land transport.

(5 × 1) (5)

1.3 Complete the following sentences by writing down the missing word or words next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 Honesty and fairness are regarded as … in the transport industry.

1.3.2 The National Traffic Information System (eNaTiS) is a law that is used to … vehicles.

1.3.3 When a person uses one or more fleet of vehicles to transport goods and people it is referred to as business …

1.3.4 When a vehicle is carrying a bigger load of goods than is expected or required by law, it is referred to as …

1.3.5 A place where long-distance flights are available for boarding is referred to as an ...

(5 × 1) (5)

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

1.4.1 Goods vehicles with a GVM of more than 3 500 kg to 9 000 kg are now limited to a maximum speed of (80 km/100 km) per hour.

1.4.2 (Marketing/Fleet) management also includes vehicle tracking.

1.4.3 Air, water and land are different (modes/systems) of transport.

1.4.4 Vehicle running expenses are referred to as (fixed/variable) costs.

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1.4.5 (Uber/Private) transport is where the passenger calls for a car with a smartphone and the driver goes to the passenger's location.
(5 × 1) (5)

1.5 Choose a description from COLUMN B that matches a term 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	Depreciation	A	probability of negative occurrence that can be caused by external or internal factors
1.5.2	Petroleum		
1.5.3	Legislation	B	coordinating and balancing the conflicting interests of all members and stakeholders
1.5.4	Risk		
1.5.5	Leadership	C	control and management of all forms of transport movement
		D	fuel and lubricants
		E	lifting device used to transport light equipment across rivers
		F	reduction in the estimated value of an asset

(5 × 1) (5)
[25]

TOTAL SECTION A: 25

SECTION B

QUESTION 2

Read the extract below and answer the questions that follow:

Transport promotes economic growth and development; and guarantees national integration. Without transport, quality of life suffers. It is instrumental in the development and mingling of cultures. (Transport Operations Level 2 Learner Guide p4)

2.1 Define the term 'Transportation'. (2)

2.2 Briefly explain the THREE sectors of the economic activities as classified by The South African Industrial Classification (SIC) codes within an industry.
(3 × 2) (6)

2.3 Which sector of the economy does transport form part of? (1)

2.4 Suppose you are a truck transport business operator. Indicate any THREE pieces of legislation you have to consider which will influence your business operation. (6)

2.5 Discuss the impact of transport operations on the environment. (9)

2.6 How would you implement proactive strategies to prevent unethical behaviour amongst the staff in your transport business? (6)

[30]

QUESTION 3

3.1 As Supervisor in the transport business, which FIVE supervisory activities will you perform or do to enable the business to run smoothly? (10)

3.2 Draw TWO maps or diagrams showing 'Inefficient routing and Efficient routing' focussing on the principle 'Two routes must not overlap'. (2 × 6) (12)

3.3 Name THREE important things or points that the transport business has to consider for service delivery not to impact negatively on its transport operations. (3 × 1) (3)

[25]

QUESTION 4

4.1 The HR and Operations Managers in the road transport business must ensure that technical and legal requirements are adhered to.

Give any ONE most important requirement that the business must adhere to. (1 × 2) (2)

4.2 Differentiate between 'Preventative maintenance' and 'Reactive maintenance'. (7)

4.3 Draft a daily checklist of SEVEN things that need to be checked before starting the vehicle. (7)

4.4 You are a truck driver that transport diesel to filling stations.

Indicate any TWO general procedures that you must follow when loading and unloading your product. (2 × 2) (4)

[20]

TOTAL SECTION B: 75
GRAND TOTAL: 100

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