higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 2

(11020312)

20 November 2019 (Y-Paper)
13:00–16:00

This question paper consists of 7 pages.

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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. Start each section on a NEW page.
5. Use only BLUE or BLACK ink.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the correct 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 transport service that is cheaper and attractive to lower income earning groups:

A Train ✈
B Bus
C Gautrain
D Taxi

1.1.2 A combination of all modes of transport into a system where they rely on each other, but function independently:

A Modal dependence
B Transport operations
C Intermodal transport system ✈
D Transport provision

1.1.3 The Income and Expenditure Statement is produced by the following department in a transport business:

A Marketing
B IT
C HR ✈
D Finance

1.1.4 The main disadvantage of this mode of transportation is the limited range of its operation and speed:

A Air
B Pipeline
C Railway
D Road

1.1.5 Common public transportation includes … .

A buses ✈
B ropeways
C ships
D Blue Train

(5 × 1) (5)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Metrorail provides passenger transport over long distances and locally in some metropolitan cities.

1.2.2 Overloading causes damage to the road network.

1.2.3 Planning and scheduling of routes is a supervisory activity in fleet control.

1.2.4 For a transport business, poor vehicle maintenance can lead to a loss of market share.

1.2.5 Hidden maintenance costs include labour, vehicle parts and tools.

(5 × 1) (5)

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

cargo; animals; 250; background; rail; lubricant; petroleum; tyre; 3 500; air

1.3.1 … transport has a very high freight damage record.

1.3.2 Fuel, oil, solvents and asphalt are known as … products.

1.3.3 A light motor vehicle refers to a motor vehicle with a gross vehicle mass of no more than … kg.

1.3.4 ... checks are important when appointing drivers in a transport business.

1.3.5 Standardised containers often transport ...

(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 (Air/Maritime) transport is suitable for transporting heavy and bulky goods across countries.

1.4.2 A person responsible for the use of a motor vehicle of any class is called a/an (operator/contractor).

1.4.3 Major maintenance service for a motor vehicle is recommended every (six months/six years).

1.4.4 Changing fluids and filters is part of (reactive/preventive) maintenance.

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1.4.5 An analysis of an overall fleet profitability is called (fleet analysis/fleet costing).

(5 × 1) (5)

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

COLUMN A		COLUMN B	
1.5.1	Planning a service on the condition of the car	A	tare
1.5.2	Replacing filters and lubricants	B	N2
1.5.3	Weight of an empty vehicle or container	C	predictive maintenance
1.5.4	An example of a road managed by the national government	D	tertiary
1.5.5	A tool/instrument used to assess the condition of a vehicle	E	checklist
		F	lubrication system maintenance

(5 × 1) (5)

[25]

TOTAL SECTION A: 25

SECTION B

QUESTION 2

2.1 Differentiate between a *transport business* and a *transport business sector.* (5 × 1) (5)

2.2 Is transport a secondary or tertiary economic activity? Substantiate your answer. (3 × 1) (3)

2.3 Give THREE reasons why transport operations are essential for the functioning of society. (3 × 2) (6)

2.4 List any TWO pieces of legislation to consider when starting a transport business. (2 × 1) (2)

2.5 Explain FOUR ways in which transport operations impact the environment. (4 × 2) (8)

2.6 Describe any THREE other ethical challenges that could arise in transport operations. (3 × 2) (6)

[30]

QUESTION 3

3.1 How does the operation of *coastal shipping* differ from *overseas shipping*? (5)

3.2 Discuss FOUR benefits of outsourcing. (4 × 2) (8)

3.3 Describe each of the following categories of transport services:

3.3.1 Passenger transport

3.3.2 Public transport

(2 × 2) (4)

3.4 Give any TWO characteristics of goods that must be considered when planning for in-transit care. (2 × 1) (2)

3.5 Give THREE advantages of using tracking and monitoring technology in transport operations. (3 × 2) (6)

[25]

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QUESTION 4

4.1 Differentiate between *preventive maintenance* and *reactive maintenance*. (5)

4.2 Give THREE examples of routine maintenance services. (3)

4.3 Explain any FOUR consequences of poor vehicle maintenance. (4 × 2) (8)

4.4 Describe any TWO general safety procedures when loading and unloading petroleum products. (2 × 2) (4)
[20]

TOTAL SECTION B: 75
GRAND TOTAL: 100

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