higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 3

(11020323)

3 March 2020 (X-paper)
09:00–12:00

This question paper consists of 5 pages.

249Q1S2003

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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 a black or blue pen.
6. Write neatly and legibly.

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SECTION A

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 TFR is the largest division of Transnet and responsible for the national distribution of goods by rail.

1.2 Intermodal and multimodal services are used to transport goods provincially.

1.3 The best-known classification system used in freight transport is the classification of hazardous goods.

1.4 Khulula Airflight operates public inland air-passenger services.

1.5 Passengers should not be allowed to leave carry-on baggage in a doorway or aisle.

1.6 Ticket sales agents must have good communication skills.

1.7 Scanning belongings for HAZMAT is part of the luggage-handling model.

1.8 Passengers are allowed to bring portable luggage when travelling by aeroplane.

1.9 Most terminals do not have locker facilities for passengers' safeguarding.

1.10 Baggage is also X-rayed during check-in.

(10 × 1) **[10]**

QUESTION 2

Define each of the following terms:

2.1 Transtainer

2.2 Time utility

2.3 Transportation

2.4 Seamless supply chain

2.5 Roadrailer

(5 × 2) **[10]**

TOTAL SECTION A: 20

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SECTION B

QUESTION 3

Read the excerpt below and answer the questions.

TRANSPORT FACILITIES AND COSTS

Some business enterprises rely heavily on the transport of raw materials and finished products. Transport costs are usually high, especially in South Africa where the cheapest form of transport, which is by ship, is not available for many locations. Rail, road and air transport must therefore be used. If your business enterprise is located close to the market, your transport costs will be lower. With the high price of fuel this is a major advantage.

Usually manufacturing industries are established near major towns and cities, in other words near the market. There is a greater choice of sites when an area has an efficient transport system. This is especially true of metropolitan areas, which is one of the reasons why most of the factories in South Africa are found in our four main industrial regions: Gauteng (Pretoria-Witwatersrand-Vaal Triangle), the Durban-Pinetown area, the Port Elizabeth-Uitenhage area and the Western Cape area.

3.1	Briefly state the purpose of the THREE modes of transport mentioned in the excerpt.	(3 × 2)	(6)
3.2	List FOUR factors that passenger transport depends on.		(4)
3.3	State FIVE rail-safety aspects contained in the National Railway SafetyRegulator Act 16 of 2002.	(5 × 2)	(10)
3.4	List FOUR chapters that deal with road-transport operations.		(4)
3.5	Explain SIX factors that greatly impact on the cost of transport.		(6)
			[30]

QUESTION 4

4.1	Explain FIVE challenges that minibus taxis are facing according to Arrive Alive.	(5 × 2)	(10)
4.2	State FIVE factors that influence passenger embarkation.		(5)
4.3	Briefly explain how to handle an expired flight ticket.		(5)
4.4	Differentiate between *fixed costs* and *variable costs*.	(2 + 2)	(4)
4.5	List 10 South African regulatory bodies.		(10)
			[34]

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QUESTION 5

5.1 State THREE aims of labelling and staggering luggage. (3 × 2) (6)

5.2 Explain FIVE support aspects that ease embarkation and disembarkation. (5 × 2) (10)

[16]

TOTAL SECTION B: 80
GRAND TOTAL: 100

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