higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 3

(11020323)

2 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 5 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. Write neatly and legibly.

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SECTION A

QUESTION 1

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.1–1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1	… is the most cost-effective mode for transporting high-bulk cargo over long distances.	A	perishables
1.2	Products that can decay quickly.	B	motor vehicles
1.3	Ro-Ro ships are designed to carry …	C	rail
1.4	Transported via tankers, rail or pipelines	D	road transport
1.5	This discourages road traffic contraventions through a point's demerit system.	E	Transnet
1.6	To go on board.	F	flexibility
1.7	This has replaced rail transport as a dominant force in freight distribution in South Africa	G	NDoT
1.8	South African ports are managed by…	H	embark
1.9	Responsible for the regulation of transportation in South Africa	I	petroleum
1.10	A significant characteristic of road transport	J	AARTO
		K	customers
		L	cargo

(10 × 1) **[10]**

QUESTION 2

Define the following terms:

2.1 Intermodal transportation

2.2 Multimodal transportation

2.3 Time utility

2.4 Fixed cost

2.5 Public transport

(5 × 2) **[10]**

TOTAL SECTION A: 20

NCV

SECTION B

QUESTION 3

3.1 Give THREE types of services provided by the minibus taxi industry. (3)

3.2 Describe THREE advantages of multimodal transport. (3 × 2) (6)

3.3 Name TWO pipeline network intake stations. (2 × 2) (4)

3.4 Suggest THREE reasons why AIR transport is the best mode for transporting diamonds (3 × 2) (6)

3.5 Name any FOUR commercial seaports in South Africa. (4)
[23]

QUESTION 4

4.1 Describe SIX activities that must be avoided by staff who handle cash from ticket sales. (6 × 2) (12)

4.2 Recommend SIX ways for ticket sales agents to handle complaints and concerns? (6 × 2) (12)

4.3 Explain FOUR ways in which elderly and disabled persons are assisted in the transport environment when travelling. (4 × 2) (8)
[32]

QUESTION 5

5.1 Give FOUR safety measures taken by transport operators before embarking on a trip. (4 × 2) (8)

5.2 Describe TWO ways that airports handle unclaimed goods. (2 × 2) (4)

5.3 Give TWO examples of special dietary requirements requested by passengers. (2)

5.4 Give TWO purposes for the verification of tickets. (2 × 2) (4)

5.5 List SEVEN dangerous items which must NOT be carried in a passenger's luggage (7)
[25]

TOTAL SECTION B: 80
GRAND TOTAL: 100

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