higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# NATIONAL CERTIFICATE (VOCATIONAL)

## TRANSPORT OPERATIONS
## NQF LEVEL 3

(11020323)

**11 December 2020 (Y-paper)**
**13:00–16:00**

**This question paper consists of 5 pages.**

587Q1N2011

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**TIME: 3 HOURS**
**MARKS: 100**

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**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

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Rail transport is particularly suited to the distribution of relatively small volumes of goods to a widely dispersed market.

1.1.2 The transport sector has been negatively affected by the Covid-19 pandemic

1.1.3 The switch from rail to road and then to sea when transporting goods is known as common carrier transport.

1.1.4 Ro-Ro ships are used for the transportation of motor vehicles.

1.1.5 Air transport offers flexibility and convenience

1.1.6 Utility refers to the useful value or service of something for the buyer/owner.

1.1.7 A passenger is someone who travels in a vehicle by road, sea or air.

1.1.8 A big challenge for government is to make taxi transport safe and affordable.

1.1.9 A strategic objective of the white paper for transport is to establish formal contracts with operators.

1.1.10 Maritime transportation plays a significant role in South Africa.

(10 × 1) (10)

1.2 Thabo books a flight from Pretoria to Durban. Due to unforeseen circumstances, he can only take a flight two days later than the date he booked. He now needs to cancel this flight and book a new one.

1.2.1 Advise Thabo with information about ticket cancellations and new bookings (3 × 2) (6)

1.2.2 Explain the procedure for handling expired tickets. (2 × 2) (4)

**[20]**

**TOTAL SECTION A: 20**

## SECTION B

## QUESTION 2

2.1 Give ONE transport mode used to transport petroleum (1)

2.2 Explain TWO disadvantages of inter-modal transport. (2 × 2) (4)

2.3 Copy the table below in the ANSWER BOOK. Fill in the blanks by ranking the performance of each transport mode against the selection criteria, using the key below. The first row has been completed as an example.

| SELECTION CRITERIA | TRANSPORT MODE | | | | |
|---|---|---|---|---|---|
| | **Road** | **Rail** | **Air** | **Water** | **Pipeline** |
| e.g. delivery dependability | 2 | 3 | 4 | 5 | 1 |
| Delivery speed | 2 | 3 | | | 4 |
| Quality | 2 | 3 | 4 | | |
| Cost | 3 | 4 | | 2 | |
| Route flexibility | | 2 | 3 | 4 | |

Key: 1 = Best performance, 5 = Worst performance (8)

**[13]**

## QUESTION 3

3.1 Give TWO roles of AIR transport in moving goods . (2 × 2) (4)

3.2 Differentiate between *fixed costs* and *variable costs.* (2 + 2) (4)

3.3 Give FOUR factors that may influence the price paid for transport services. (4 × 2) (8)

3.4 Describe THREE generic modal characteristics of transport. (3 × 2) (6)

3.5 Provide THREE reasons why taxis are the preferred mode of transport for previously disadvantaged communities in South Africa (3 × 2) (6)

3.6 List THREE Transport Regulatory Bodies in South Africa (3 × 2) (6)

**[34]**

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4.1 Differentiate between *public transport* and *private transport*. (2 + 2) (4)

4.2 Describe FIVE safety measures that transport operators take when passengers are getting off a vehicle. (5 × 2) (10)

4.3 Give FIVE details that transport operators must communicate to passengers regarding routes. (5 × 2) (10)

4.4 Name ONE piece of equipment used to validate tickets. (1)
**[25]**

**QUESTION 5**

Explain each of the following terms:

5.1 Passenger transport

5.2 Monopoly

5.3 Electronic verification

5.4 Embark

(4 × 2) **[8]**

**TOTAL SECTION B: 80**
**GRAND TOTAL: 100**

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