higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 4

(11020334)

4 December 2020 (X-paper)
09:00–12:00

This question paper consists of 8 pages.

319Q1N2004

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TIME: 3 HOURS
MARKS: 150

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

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 (1.1–1.10) in the ANSWER BOOK.

1.1 This management approach considers the organization as a whole, as opposed to separate entities.

A Human relations
B Quantitative
C Systems
D Contingency

1.2 Employees in this department identify and analyse the strength and weaknesses of a business, and respond to opportunities and threats in the business environment

A Purchasing
B Marketing
C Finances
D Human resources management

1.3 … is/are an example of indirect costs associated with transport in general.

A Environmental costs
B Depreciation
C Maintenance
D Fuel

1.4 A loaded vehicle exceeding the legal limitations in terms of dimension

A Lift plan
B Abnormal load
C Payload
D Dangerous goods

1.5 An example of radio-active material

A Headphones
B Paraffin
C Oxygen
D Nuclear fuel

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1.6 The human, financial, equipment and information resources needed for the production of goods and service

A feedback
B output
C input
D transformation process

1.7 CIPC stands for …

A Companies and Intellectual Property Commission.
B Commission and Intellectual Property Companies.
C Cooperatives and Intellectual Property Commission.
D Companies and Intellectual Property Committee.

1.8 Which type of transport has been most affected by international travel restrictions due to the Covid-19 pandemic?

A Passenger rail
B Air travel
C Pipelines
D Ropeways

1.9 A vehicle/combination of vehicles may be abnormal in terms of …

A engine capacity
B manufacturer
C colour
D length

1.10 Most suitable transport across rivers and mountains

A rail
B boats
C ropeways
D taxis

(10 × 1) **[10]**

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QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 There are only two elements in an open-system approach.

2.2 Procedures provide specific instructions to perform a task.

2.3 Private escort personnel have no legal authority to control other traffic.

2.4 Transport emergency cards provide comprehensive information about a specific chemical product.

2.5 Transport costs are often passed on to consumers.

2.6 All businesses, whatever their structure, need to register with the Road Accident Fund.

2.7 Rescheduling is used only for passenger transport.

2.8 A speed restriction board is fitted at the rear, above the warning board, when a vehicle is limited to 60 km/h or less.

2.9 Dangerous goods can cause injury and death and seriously damage property and the environment.

2.10 Other industries depend on the transport industry to ensure access to labour.

(10 × 1) **[10]**

QUESTION 3

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	Simplest form of business requiring little effort to set up and start	A	unladen weight
3.2	Person accepting dangerous goods according to Regulation 274(1)	B	ground clearance
3.3	Graph using pictures or symbols to present data	C	sole trader
3.4	Weight of vehicle without passengers or goods	D	corrosives
3.5	Space between base of vehicle tire and underside of chassis	E	consignee
3.6	Acids and caustic substances in liquid or solid form which chemically wear away a substance and damage living tissue	F	toxicity
3.7	Distance goods can project beyond outer edge of vehicle of trailer	G	fixed costs
3.8	Level of poison in drugs	H	pictogram
3.9	Costs the company incurs while not producing any goods or services	I	time-related costs
3.10	Costs that remain the same irrespective of using a vehicle in transport business	J	overhang

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 4

4.1 Explain FOUR purposes of transport management and planning. (4 × 2) (8)

4.2 State SIX responsibilities of a warehouse manager. (6 × 2) (12)

4.3 The General Manager of a Transport and Logistics company manages the Operations Department, the Logistics Department and the Human Resources Department. The Operations Manager oversees the Plant Manager. The Logistics Manager oversees the Distribution Manager and the Warehouse Manager. The Human Resources manager oversees an HR specialist.
Using the given information, draw an organogram for the company. (9)

4.4 Briefly explain the difference between the *Operations Function* and the *Operations Manager*. (5)

4.5 Give TWO primary factors to consider when selecting a mode of transport. (2)
[36]

QUESTION 5

5.1 Describe THREE ways in which intermediaries assist with cost effective distribution. (3 × 2) (6)

5.2 A certain distribution channel has only one intermediary who is the retailer. The manufacturer sells to the retailer, who in turn sells to the customer. Draw a diagram to show this distribution channel. (5)

5.3 Describe THREE characteristics of products that can affect the cost of transporting them. (3 × 2) (6)
[17]

QUESTION 6

Refer to the picture below and answer the questions.



6.1 What mode of transport is demonstrated in the picture above? (1)

6.2 Provide a definition of *Abnormal Load* (4)

6.3 Describe FOUR warning signs that need to be displayed on such a vehicle operating on a public road. (4 × 2) (8)

6.4 Suggest FOUR guidelines on how to avoid accidents when loading or offloading abnormal loads. (4 × 2) (8)

6.5 Discuss FIVE steps used to assess the impact of risks in abnormal load transport. (5 × 2) (10)
[31]

QUESTION 7

7.1 List any FIVE examples of emergency equipment or protective gear for transporting dangerous goods. (5 × 1) (5)

7.2 Describe THREE actions required when cleaning up spills on a public road. (3 × 2) (6)

7.3 Give FOUR characteristics of dangerous goods (4 × 1) (4)

7.4 Describe THREE responsibilities of the consignor to ensure that dangerous goods are transported safely. (3 × 2) (6)

7.5 Explain the procedure for reporting road accidents and spillage. (3 × 2) (6)

7.6 Discuss how to minimise risks associated while transporting dangerous goods on a public road under the following headings:

7.6.1 Identification of dangerous goods

7.6.2 Packaging

7.6.3 Transportation

(3 × 3) (9)
[36]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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