higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TRANSPORT OPERATIONS
NQF LEVEL 4

(11020334)

8 March 2018 (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. Use a BLACK or BLUE pen.
5. Leave at least THREE lines after each question.
6. Start each section on a NEW page.
7. Write neatly and legibly.

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SECTION A

QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 The planning process identifies goals and objectives.

1.2 The classic approach gives attention to social factors of work groups, leadership, the informal organisation and behaviour of people.

1.3 A non- profit company is a company that is incorporated for public benefit.

1.4 A distribution centre is a building that is specifically designed for storage, often with refrigerator or air conditioning facilities.

1.5 The height of an abnormal vehicle together with its load must measure 4.8m from the ground.

1.6 The legally permissible wheel base for a bus or train is up to 10,0 m.

1.7 Superloads are loads in excess of approximately 150 tons.

1.8 A hazard rating of 1 indicates extreme risk.

1.9 A Railway safety regulator monitors incidents involving dangerous goods in the rail industry.

1.10 When cleaning up spills, there are only two elements that need to be considered.

(10 × 1) **[10]**

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QUESTION 2

Identify the factor in COLUMN B, which does NOT belong to the category in COLUMN A. Write down the number (2.1 – 2.10) and the factor which does not belong to the category ONLY.
E.g 2.a Transnet

COLUMN A: Category		**COLUMN B: Factors**
e.g. 2.a	Modes of Transport	Road, Rail, Transnet, Air
2.1	Route optimisation	Cost saving, improved customer service, determining transport needs, improved vehicle utilisation.
2.2	Business strategies	Maximise profits, develop rewards and incentives systems, ensure growth, manage image and reputation of company,
2.3	Systems approach	Inputs, transformation, output, feedback, policies
2.4	Dimensions of a Distribution Plan	Reliability, flexibility, quality, monitoring
2.5	Direct costs	Social, fuel, labour, Vehicle oil
2.6	Dimensions of Abnormal Loads	Length, width, height, size
2.7	Permit types	Trip, validation, area, route, countywide
2.8	Emergency equipment	Groin guard, over-trouser, flammable vapours, high visibility waistcoat
2.9	Resting times	14 hours for every 24 hours, Minimum 15 min, 30 min for every 5.5 hours, 9 hours for every 24 hours.
2.10	Driving times	Maximum 5 hours continuously, maximum of 14 hours for every 24 hours, 15 hours but not exceeding 30 hours

(10 × 1) **[10]**

TOTAL SECTION A: 20

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SECTION B

QUESTION 3

Read the case study below and then answer the questions.

'TRAVELLUX'

Travellux is an organisation specialising in various areas of transport related business. The organisation was established in 2003 and has grown rapidly over the last decade. Currently the organisation specialises in three district areas of transport service:

- Tourism, which include luxury rail and road transport;
- Courier services within South Africa;
- Transport of small goods in bulk within the borders of South Africa

The founder and CEO of Travellux, Joe Peterson has been able to grow the business with a current turn over exceeding R300 million per year. Various factors do impact on the profitability of Travellux, such as, price of petrol and diesel, problems with road and rail infrastructure, lack of educated qualified drivers and administrative employees, as well as safety and security, to mention a few. Initially Joe tried to manage all areas of specialisation as well as all relevant functions. By 2008 he realised that he will need help and to appoint people, in order for him to focus on the overall direction and success of the organisation.

Various functional and service-focused managers were appointed. Today the following key employees can be identified:
CEO – Joe with the following functional managers:

- Human Resource manager – Mpho
- Financial manager – Mohammed
- Marketing manager – Emily
- Operations manager – Gert

The three service managers are each responsible for an area of specialisation at Travellux:

- Tourism – Basetsana
- Courier services – Yvonne
- Bulk transport – Peter

Tourism is the third most recent expansion at Travellux and since 2013 Basetsana has grown her division's market share in luxury road and rail transport and tourism. She currently has four regional supervisors reporting to her – each focusing on the specific tourism routes and modes in their particular region in South-Africa: Western region (Geelbeck); Eastern region (Themba), Central region (Petra) and finally the Northern region (Mavis).

During the annual prize giving gala event at the end of last year, held by Travellux, one of Petra's bus drivers was awarded the price of best driver in the organisation. This is the second year Lionel is awarded this prestigious prize.

[Translated from: Oosthuizen, T.F.J. 2013. *Management success, a task focus]*

3.1 3.1.1 Identify the person who is responsible for making strategic decisions at Travellux and outline his specific role within the business. (3)

3.1.2 List FOUR factors that impact on the profitability of Travellux. (8)

3.1.3 Basetsana (Tourism Manager) has four regional managers reporting to her.

Identify the FOUR managers and specify their respective regions. (8)

3.2 Help Gert differentiate between the following:

3.2.1 Operations functions

3.2.2 Operation managers

3.2.3 Operations management

(3 × 2) (6)

[25]

QUESTION 4

4.1 Identify THREE areas in which the transport industry impacts on other industries. (6)

4.2 State any THREE effects of an unreliable or absent transport system. (6)

4.3 4.3.1 Describe the following distribution channel:
Manufacturer ---> consumer (4)

4.3.2 Give a relevant example from your community that offers this type of distribution. (2)

[18]

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QUESTION 5

5.1 Briefly explain THREE principles of the exemption permit system for transporting abnormal loads. (6)

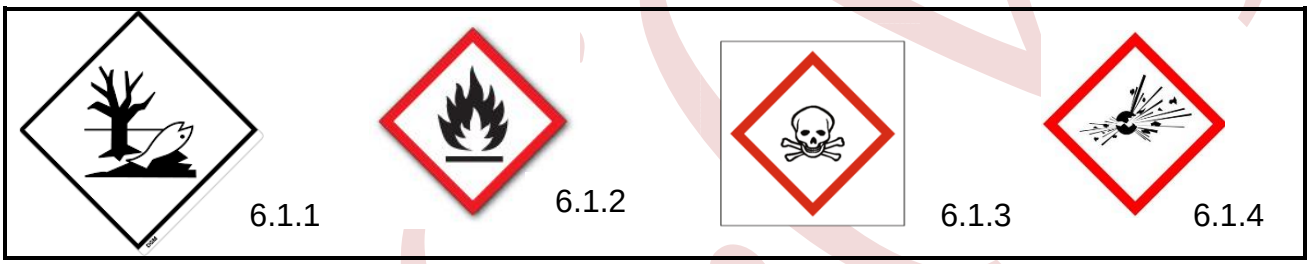
5.2 A lift plan aims to ensure that the equipment used is suitable and that the lift operations are carried out safely.

Give THREE things that should be included in the lift plan? (6)

5.3 Name TWO safety measures that can be applied to avoid the financial risks involved in transporting of abnormal load. (4)
[16]

QUESTION 6

Study the images below and answer the questions.



6.1 Briefly explain the meaning of each of the hazard labels (6.1.1–6.1.4) above. (8)

6.2 Give THREE pre-loading checks that must be done before a driver loads dangerous goods at the site. (6)

6.3 Describe the post-fire clean-up process. (5)

6.4 Briefly discuss the principle of “polluter pays”. (2)
[21]

TOTAL SECTION B: 80
GRAND TOTAL: 100

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