

No. 147

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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for


Transport and Logistics Operations

Registered by Organising Field 11, Services, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at www.saga.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, **Hatfield** Forum West, 1067 Arcadia Street, **Hatfield**, Pretoria.

Comment on the qualification and unit standards should reach SAQA at the address below and no **later than 16** March 2006. All correspondence should be marked Standards Setting – **SGB** for Transport and **Logistics** Operations and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Professional Driving

SAQA QUAL ID		QUALIFICATION TITLE		
50285		National Certificate: Professional Driving		
SGB NAME		ORGANISING FIELD ID	PROVIDER NAME	
SGB Transport and Logistics Operations		11		
QUAL TYPE		ORGANISING FIELD DESCRIPTION	SUBFIELD	
National Certificate		Services	Transport, Operations and Logistics	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS	
Undefined	122	Level 3	Regular-Unit Stds Based	

The purpose of the qualification *is* to ensure competent professional driving competence in the road transport sector, thus improving earning capacity of professional drivers as well as transport sector professionalism and economic growth. The qualification is set to create an environment for growth and development of learners, by improving the employment prospects and marketable competence of drivers, and accelerating the redress of past unfair discrimination in education, training and employment opportunities. By setting the minimum standards contained in this qualification, professional driving education and training will also improve.

The professional status of drivers of commercial vehicles will be enhanced by awarding a formal qualification in recognition of their professional competence. This qualification is designed to allow maximum access to, mobility and progression within education and training, and within a career path in the transport sector. Competence achieved in this qualification provides building blocks towards NQF level 4 qualifications, and the inclusion of communication and language, and mathematic literacy requirements contributes to learner development beyond simply the requirements for professional driving.

Qualified learners are capable of:

- > Obtaining and communicating road transport operational information.
- > Assessing loads against given permissible load requirements.
- > Planning road transport service delivery that meets specified requirements.
- > Driving a vehicle conveying a specific freight commodity or category of passengers.

Qualified learners also elect to achieve at least one of the following specialisations:

- > Using computerised spreadsheets and word processing OR.
- > Planning the establishment of a small business according to relevant business principles OR.
- > Conducting vehicle maintenance according to specified procedures OR.
- > Operating lifting equipment according to specified procedures.

Rationale:

Learners credited with this qualification are working, or intend working, in the commercial road transport industry as drivers. This qualification builds on light vehicle driving competence, and credits competent drivers, who are driving vehicles carrying freight or passengers for commercial purposes.

The demand for this qualification lies primarily in the transport industry's requirement for drivers to have employable competence beyond that of a basic driving license and professional driving permit. Currently, more than 7000 individuals work in the sector that would benefit from this qualification. Learners can be persons entering the sector, persons already working in the sector as drivers, persons already working in the field in a non-driving capacity, and/or self employed persons within the sector.

There is a critical need in the industry to recognise learner competence regarding professional driving, and to ensure that legal requirements are adhered to. In South Africa, the transport industry is experiencing a shortage of competence in and good training for professional driving. Direct costs of poor driving include human and economic costs. Improved professional driving could influence the South African economy in direct transport, social and economic costs alone to the value of millions of Rands each year. By improving professional driving competence, road safety is improved and social and economic costs associated with road accidents are decreased.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

It is **assumed** that learners have already attained **NQF** Level 2 Mathematical Literacy and Communication competence.

Recognition of prior learning (RPL)

This qualification can be achieved wholly, or in part, through recognition of prior learning. Evidence can be presented in a variety of forms, including previous international or local qualifications, reports, testimonials, mentoring, functions performed, portfolios, work records and performance records. As such, evidence should be judged according to the general principles of assessment described in the notes to assessors below. Learners who have met the requirements of any Unit Standard that forms part of this qualification may apply for recognition of prior learning to the relevant Education and Training Quality Assurance body (ETQA). The applicant must be assessed against the Specific Outcomes and with the assessment criteria for the relevant Unit Standards. A qualification will be awarded should a learner demonstrate that the Exit Level Outcomes of the qualification have been attained.

Access to the qualification

Access to the qualification is open. However, learners can only qualify if they meet all legal and medical requirements for drivers.

QUALIFICATION RULES

All the Fundamental Component Unit Standards are compulsory (40 credits).

All the Core Component Unit Standards are compulsory (28 credits).

For the Elective Component learners are required to attain at least 54 credits out of 288 possible credits, including at least one of the following:

- > Operate a rigid heavy vehicle (gross vehicle mass above 3,5 tons) (15 credits).
- > Operate a vehicle combination (20 credits).
- > Operate a rigid light vehicle (gross vehicle mass below 3,5 tons) (10 credits).

A learner might opt to be assessed only for certification purposes, on the type of vehicle used within his/her own context. Should the learner be assessed and declared competent on more vehicle types or codes, these can be indicated on the certificate issued.

EXIT LEVEL OUTCOMES

1. Obtain and communicate road transport operational information.
2. Assess loads against given permissible load requirements.
3. Plan road transport service delivery that meets specified requirements.
4. Drive a vehicle conveying a specific freight commodity or category of passengers.

Elective Exit Level Outcomes

5. Use computerised spreadsheets and word processing OR.
6. Plan the establishment of a small business according to relevant business principles OR.

- 7. Conduct vehicle maintenance according to specified procedures **OR**.
- 8. Operate lifting equipment according to specified procedures.

ASSOCIATED ASSESSMENT CRITERIA

1.
 - > Relevant, accurate sources are consulted.
 - > Communication meets requirements of specified audience.
2.
 - > Load requirements are assessed against legal and regulatory requirements in the context of road transport operations.
3.
 - > Vehicle components are described according to manufacturer specifications.
 - > Specific vehicle road transport trips are prepared for to meet specified requirements.
 - > Planning for road transport trips is appropriate for specified contexts.
4.

Range: The vehicle can be either a heavy rigid or a vehicle combination; freight commodity or category of passengers can be general freight, or abnormal freight, or livestock, or dangerous goods, or human remains, etc. and can include commuter services, or distance coach/bus services, or tour coach services, etc.

 - > Time is managed effectively to enhance productivity and enable a balanced lifestyle.
 - > Legal, manufacturer, and defensive driving requirements are adhered to.
 - > Health, safety and environmental legislation are adhered to.
 - > Crime situations are handled according to specified procedures.
5.
 - > Spreadsheets are produced which meet specified requirements.
 - > Word processing is accurate and meets specified requirements.
6.
 - > Business planning for a small business meets specified requirements for successful implementation.
 - > Financial analysis, planning, management and control adhere to specified legal requirements.
7.
 - > Vehicle safety is ensured at all times.
 - > Reporting regarding vehicle condition meets specified requirements.
 - > Specified maintenance and testing procedures, legal requirements and manufacturer specifications are adhered to.
8.
 - > Vehicle safety is ensured at all times.
 - > Specified equipment operating procedures, legal requirements and manufacturer specifications are adhered to.

Integrated assessment

The assessment criteria in the unit standards are performance-based, assessing applied competence, rather than only underpinning knowledge, or only skills. The Critical Cross-field Outcomes are also achieved in the unit standards. In addition to the competence assessed to achieve the unit standards, learners must demonstrate that they can achieve the Outcomes in an integrated manner. They must deal effectively with different and random demands related to occupational and learning contexts, to qualify. Assessment approaches used should be appropriate for assessing applied competence. Integrated assessment is meaningful if there are clear relationships between the purpose statement, Exit Level Outcomes and integrated assessment of this qualification.

Learners who qualify must be able to integrate concepts, ideas and behaviours across unit standards to achieve the purpose of the qualification. Evidence (as specified in the associated assessment criteria) is required that the learner is able to achieve the Exit Level Outcomes of the qualification as a whole and in an integrated way, and thus its purpose, at the time of the award of the qualification.

Evidence of integration may be presented by learners when being assessed against the unit standards, and separate assessment for integration may not be necessary. Workplace experience can be recognised when assessing towards this qualification. Integrated assessment should include observable performance as well as the quality of thinking behind such performance. Formative assessment can be employed during learning towards the unit standards and during integration to achieve Exit Level Outcomes, to ensure that integration takes place when summative assessment is employed.

INTERNATIONAL COMPARABILITY

Many countries implement training programmes according to standards set by The International Road Transport Union (IRU), a world-wide organisation representing the operators of trucks, buses and taxis through its network of **156** members in **66** countries. Member countries include: Albania; Argentina; Armenia; Austria; Azerbaijan; Bahrain; Belarus; Belgium; Bosnia-Herzegovina; Brazil; Bulgaria; Canada; Chile; Croatia; Cyprus; Czech Republic; Denmark; Estonia; Finland; France; Georgia; Germany; Greece; Hungary; Iran; Ireland; Israel; Italy; Japan; Jordan; Kazakhstan; Kuwait; Kyrgyz Republic; Latvia; Lebanon; Lithuania; Luxembourg; Macedonia, former Yugoslav Republic of; Malta; Moldova; Mongolia; Morocco; Netherlands; New Zealand; Norway; Pakistan; Peoples Republic of China; Poland; Portugal; Republic of Korea; Romania; Russia; Serbia et Montenegro; Slovakia; Slovenia; Spain; Sweden; Switzerland; Syria; Tajikistan; Tunisia; Turkey; Turkmenistan; Ukraine; United Arab Emirates; United Kingdom; United States of America; Uruguay; Uzbekistan.

The IRU established training standards for a Certificate of Professional Competence for professional driving (CPC for National and International Road Haulage and Passenger Transport). Four modules are included, namely international road haulage, national road haulage, international passenger transport, and national passenger transport. The IRU requires the following components in all accredited programmes:

- > Civil Law, including contracts, contract negotiations, claims, and the CMR Convention.
- > Commercial Law, including business organisations and legal obligations, constitution and operation and dissolution of commercial companies.
- > Social Law, including codes of practice in industrial relations, role and function of various social institutions (trade unions, arbitrators, government agencies, etc.), rights of employers and employees, social security legislation, employment law and industry codes of practice, driving and working time regulations.
- > Fiscal law, including motor vehicle tax, infrastructure user charges, tolls and taxes, corporate and personal income tax, double taxation, international and national rules on VAT.
- > Business and financial management of the undertaking, including payments, bank credit, guarantee deposits, mortgages, leases, hire purchase, content and layout of balance sheets, profit and loss account assessment of undertakings profitability and financial standings, budgets, financial ratio analysis, cash flow management and cost management, organisational structure, work planning, marketing and public relations, financial risk management and insurance, electronic data transmissions, GPS utilisation, route and load planning, invoicing, quotations, Incoterms, strategic partnerships, relationships and interface with other transport modes, freight forwarders, trade facilitation organisations, travel agents and hotels, fares, pricing and invoicing in passenger transport, stock control, quality management and human resources management, control, quality management and human resources management.
- > Access to the market, including operator licensing, renting, sub-contracting, admission to the occupation, authorisations, inspections and sanctions, registration requirements, required documents and legal compliance, cabotage and third country traffic, ECMT quota, customs rules, TIR system and Community Common Transit system, ATA carnets, procedures at frontiers, rules and regulations of passenger transport, passenger transport plan.
- > Technical standards and aspects of operation, including national and international legislation governing the weights and dimensions of vehicles, vehicle requirements according to the needs of the undertaking, legislation and regulation to type approval, measures and practices for reducing noise and combatting air pollution, vehicle construction, technical inspection, periodic maintenance, cargo handling and loading, piggy-back, roll-on/roll-off combined transport, safety issues, legislation on the carriage of dangerous goods and waste, regulations and procedures on the carriage of perishable foodstuffs, rules on the transport of live animals, routing and scheduling vehicles, traffic management.
- > Road safety, including driving licences and permits, medical certificates, vocational driving and theory tests, minimum age, penalties and appeals, harmonisation of social legislation, driving and working times, AETR rules, current practice in safe driving, traffic and parking restrictions, special zones, traffic rules, main provisions of the Convention on Road Traffic, safe working practices and risk assessment procedures and systems, traffic accidents and offences, main route network, driving techniques and driver assessment and incentives.

In the United States of America (USA), professional driver training, at the level of this qualification, takes place during classroom and behind-the-wheel instruction, the latter both on the road and in training yards. Programmes vary in length, from about three to fifteen weeks, depending on whether specialisations are included or not, and with driving experience constituting on average 30% of learning time. Learners are required to pass a national physical test, drug screen and permit testing (Commercial Driver Licence), and may be disqualified based on a driving record inconsistent with industry standards for entry level driving positions, any alcohol related violations on motor vehicle record in the preceding three years, recent felony convictions or criminal background, a history of drug or alcohol abuse, or of mental disorder, or permanent disability of physical limitations.

USA programmes address knowledge of legal requirements (permits and endorsements), rules and

regulations, combination vehicles, air brakes, special rigs, control systems, vehicle management and systems, hours of service requirements, accident procedures, public and employer relations, driver-dispatcher relations, preventive maintenance and servicing, safety and mechanical issues, hazardous materials regulations (optional), double and triple trailers (optional) and tankers (optional). Practical skills required include communication, career planning, job search and job procurement, vehicle inspection, pre-trip inspections, air brake testing, diagnosing and reporting malfunctions, map reading, trip planning, keeping logs, vehicle control, shifting techniques, backing and turning, parking, hill driving, ramp driving, lane changes, speed management, space management, accident prevention, accident reporting, safe driving techniques, defensive driving techniques (including observing driving environments, and handling emergencies), visual search, hazard perception, skid control and recovery, coupling and uncoupling, handling cargo and cargo documentation, night operation, extreme driving conditions, and personal health and safety maintenance. All these aspects are addressed in the South African qualification. However, in addition to these components, the South African qualification allows for specialisation in the elective component, and address life skills, mathematic literacy, and language and communication competence. Also, the time reflected in the credit allocation for driving competence is generally higher in the South African qualification. Some USA programmes also address double trailers coupling and uncoupling, vehicle inspection, truck maintenance and repair, sliding fifth-wheels and tandems, flatbed and specialized hauling, truck towing, and special equipment operations as specialisations - of these aspects, only double trailers, coupling and uncoupling, and vehicle inspection are covered in the South African qualification.

In the United Kingdom, separate short courses are offered for various vehicle types. Training programmes are about 6 days per vehicle type (light goods vehicles between 3.5 and 7.5 tonnes; minibuses with between 8 and 17 seats; buses or coaches). This South African qualification includes both goods and passenger transport options, whereas separate qualifications are awarded in the United Kingdom for goods transportation, and passenger transportation. For goods transportation, the equivalent of the South African qualification is a Level 3 NVQ in Driving Goods Vehicles, of equal duration. The qualification requires learners to be capable of monitoring the loading of the vehicles by others, unloading the vehicle, completing pre-driving preparations, maintaining the safety and the security of the load, self and property, maintaining awareness of driving conditions, operating the vehicle systems, driving the vehicle in restricted spaces, driving the vehicle safely and efficiently on public roads. In addition, learners have to select two of the following areas of competence: obtaining information on the delivery and collection of loads, planning the route and timings for the delivery and collection of loads, loading the vehicle, and coupling and uncoupling the vehicle. The South African qualification addresses all aspects included in this qualification.

Regarding transport of passengers, the equivalent United Kingdom qualification, the NVQ in Road Passenger Transport, is at a level lower on the framework (Level 2). This qualification requires learners to be able to contribute to effective working relationships with colleagues, contribute to health and safety in your work environment, and provide professional customer care. In addition learners have to achieve seven of the following units to qualify: agree tour itineraries with clients, help passengers with special needs, contribute to the operation of the service, deal effectively with difficult passengers, drive passenger carrying vehicles safely, operate passenger systems and services, operate the passenger service, prepare for passenger carrying journeys, process fares, provide a chauffeur transport service, provide a transport service for passengers with special needs, receive and match fare payments to tickets, sort out emergencies and incidents during a journey, transport parcels and luggage, deliver reliable customer service, develop customer relationships, process customer service information, promote additional products or services to customers, resolve customer service problems, support customer service improvements, provide a security transport service, drive passenger carrying vehicles within Europe. A separate qualification (Certificate in Transporting Passengers by Bus and Coach) exists that is shorter than the NVQ and South African qualifications, and certifies professional competence at the same level as this South African qualification, for driving buses and coaches safely, bus and coach regulations, bus and coach incidents and emergencies, bus and coach vehicle safety, customer service for passenger transport, passenger transport and equal opportunities, passenger transport and disability awareness, tickets and cash handling, working within the bus and coach depot, preparing and operating the service. An important difference between this and the South African qualification is that the latter addresses business management/entrepreneurship competence.

In Canada, a distinction is made between truck drivers (semi-trailer trucks, or vehicles with more than two axles including any combination of vehicles or trucks with not more than 2 axles towing a vehicle with a registered gross vehicle weight of more than 4500 kg) and bus drivers. Equivalent programmes do not include light trucks (courier services), which is an elective in the South African qualification. Truck driver training programmes range from 3 weeks to 7 weeks for driving competence only.

Truck driver programmes include compliance with applicable Acts and regulations, vehicle definitions, vehicle systems (inc. brakes and the air brake system, engines and the fuel system, electrical system), pre-

trip, en-route and post trip inspection, road signs and route following, reading maps, measurement, time and distance calculations, inspection stations (for equipment and loads), minor repairs, diagnosing and reporting malfunctions, safe vehicle operation, control systems, coupling and uncoupling, starting the engine and moving the truck, common driver mistakes and dangers, brakes and the air brake systems (inc. brake adjustment), upshifting and downshifting, care of the drivetrain, fuel conservation, backing, visual search, hazard perception, speed and space management, night operation, high-density traffic driving, adverse conditions driving, emergency manoeuvres, accident procedures, scene of accident and accident reports, ensuring safety and road worthiness, hours of service, occupational health and safety, first aid, carriage of goods, loading, weight distribution and unloading (handling cargo), dispatching, the transportation of dangerous goods, customs and immigration and weights and dimensions, securing loads, recording and maintenance of required documentation (inc. driver logbook, bills of lading etc.) by manual or electronic means, communication with the public, customers, and co-workers both verbally and in written form, employment preparation and procedures, using on-board computer and communication devices, scheduling, budgeting, and customer service. Most of these aspects are addressed in the South African qualification, as well as additional specialisations, and the South African qualification achieves more credits as a result. The South African qualification does not include dispatching, using on-board computers, and customs, immigration, and weights and dimensions specifically, although it does not explicitly exclude these.

Bus driver training in Canada generally distinguishes between different types of bus drivers, for example, those that drive buses to transport passengers along established routes to local destinations, those that drive buses to intercity or long distance destinations, those that drive sightseeing tour buses to transport passengers locally or over long distances, and those that drive buses equipped for wheelchair accessibility and aid passengers in boarding. Generic requirements include that learners are able to provide passengers with information on fares, schedules and stops, collect fares, issue transfers, check bus passes and record transactions, report delays, mechanical problems and accidents, respond in emergency situations, communicate, deal with stress, load and unload passenger luggage (optional). Specifically, school bus drivers learn to drive school buses to transport children between school and home or on excursions and ensure children's safety when boarding and leaving buses and crossing street while the bus is stopped; subway train and light rail transit operators learn to operate subway or rail transit vehicles as part of a crew, observe signals at crossings and arrival and departure points, operate controls to open and close transit vehicle doors, report delays, malfunctions and accidents to control units, and direct passengers during emergency evacuation procedures. Highway and tour bus drivers are required to be able to provide information on points of interest during trips, administer first aid, read instructions, schedules, passenger lists, and cargo waybills. The Canadian programmes are generally shorter than the South African qualification's credits imply, as training is divided into areas of specialisation.

On the New Zealand framework, a number of similar qualifications exist, namely:

- > National Certificate in Commercial Road Transport (Goods Service) with strands in Rigid heavy vehicle Driver, and Heavy Combination Vehicle Driver, and optional strands in Dairy Industry Transport, Log Transport, Overdimension and Overweight Load Transport, Bulk Flammable Liquids Transport, Bulk Gases Transport, Bulk Liquefied Petroleum Gas Transport, and Civil Construction Transport.
- > National Certificate in Commercial Road Transport (Large Passenger Service Driver) with strands in School Bus, Urban and Local Route, and Long Distance.
- > National Certificate in Commercial Road Transport (Livestock Transport Driver).
- > National Certificate in Commercial Road Transport (Logging Truck Driver).

The first two qualifications are the closest to this South African qualification, and are discussed in more detail.

Both New Zealand qualifications contain many lower level credits (only between 29% and 44% are at or above the level of the qualification). The National Certificate in Commercial Road Transport (Goods Service), at an equivalent level, requires learners to be able to describe and evaluate the application of road usage law, communicate information in a specified workplace, apply listening techniques, fill in a form, write an incident report, select and record routes as a road transport operator, carry out start up and shutdown procedures on a heavy motor vehicle and make ready for use, demonstrate knowledge of driving hours law and complete driving hours log book, demonstrate knowledge of heavy motor vehicle systems and components, load and unload a goods service vehicle, demonstrate knowledge of stress and health for driving, demonstrate knowledge of traffic law for the purpose of safe driving, describe driving hazards and risk reduction responses to driving hazards, apply risk reduction techniques while driving, maintain personal presentation in the workplace, and perform calculations for the workplace.

These compulsory units are spread across four levels of the framework. All these aspects are also addressed in the South African qualification, some as learning assumed to be in place. In addition to the compulsory units, between 20% and 30% of credits are selected from two lists, with between 12% and 19%

of credits must be selected from the following: demonstrate knowledge of the code of practice relating to chainsaw use, operate a chainsaw, demonstrate knowledge of the log loading process, load logs using a vehicle mounted hydraulic loader in a forestry situation, operate a bell machine in a forestry or log yard situation, operate a knuckle boom loader in a forestry situation, operate a forked loader in a forestry or log yard situation, load a logging truck, operate a loader in a forestry production situation, describe effects of hydration and nutrition on safety, health and performance of forestry workers, demonstrate knowledge of factors which impair the performance of forestry workers, demonstrate knowledge of the general requirements for employment in a plantation forest, suppress fire with hand extinguishers and fixed hose reels, explain the principles of fire science, convey civil construction plant by transporter, deliver, stockpile, and spread aggregates with truck and trailer, maintain, transport, and store roadwork signs for civil construction works, service an automotive battery, demonstrate knowledge of the dangers of bitumen handling and the need for safety, and work safely with others in a petrochemical environment.

The remainder of the so-called core elective credits (between **8%** and **18%** of the 20% to 30%) are elected from the following domains: civil plant operation, bitumen surfacing, interpersonal communications, commercial road transport skills, goods service, transportation of waste and recoverable resources, crane operation, core driving knowledge and skills, driver licence classes, driver licence endorsements, and powered industrial lift trucks. The remainder of the qualification is composed of the strands, and includes the following compulsory units for one of the following strands:

> Rigid heavy vehicle Driver Strand: Demonstrate knowledge of heavy rigid motor vehicle dynamics and handling for safe driving, Drive a heavy rigid motor vehicle, Meet requirements for full Class 4 driver licence and demonstrate knowledge of licence requirements, Operate a heavy rigid motor vehicle for a Class 4 driver licence.

> Heavy Combination Vehicle Driver Strand: Drive a heavy combination motor vehicle, Demonstrate knowledge of heavy combination motor vehicle dynamics and handling for safe driving, Meet requirements for full Class 5 driver licence and demonstrate knowledge of licence requirements, Operate a heavy combination motor vehicle for a Class 5 driver licence.

Optional strands in addition to one of the above complete the qualification, and include:

> Dairy Industry Transport Optional Strand: Demonstrate pathogen control in the dairy industry, Explain cleaning processes and safe handling of cleaning chemicals in the dairy industry, Explain milk production, collection and reception in the dairy industry, Explain clean in place systems used in the dairy industry.

> Log Transport Optional Strand: Demonstrate knowledge of the log loading process, Demonstrate knowledge of the general requirements for employment in a plantation forest, Drive heavy vehicle on unsealed road surfaces, Transport logs by heavy motor vehicle.

> Overdimension and Overweight Load Transport Optional Strand: Drive heavy vehicle in off-road environments, Transport overdimension or overweight loads by road, Transport building structures by road.

> Bulk Flammable Liquids Transport Optional Strand: Load, convey and unload dangerous goods by road transport, Transport flammable bulk liquids by road, Demonstrate knowledge of law and practice for transport of Dangerous Goods by road.

> Bulk Gases Transport Optional Strand: Load, convey and unload dangerous goods by road transport, Transport bulk gases by road, Demonstrate knowledge of law and practice for transport of Dangerous Goods by road.

> Bulk Liquefied Petroleum Gas Transport Optional Strand: Load, convey and unload dangerous goods by road transport, Transport bulk liquefied petroleum gas by road tanker, Demonstrate knowledge of law and practice for transport of Dangerous Goods by road.

> Civil Construction Transport Optional Strand: Convey civil construction plant by transporter, Deliver, stockpile, and spread aggregates with truck and trailer, Maintain, transport, and store roadwork signs for civil construction works.

The structure of this qualification including credits for specific units is similar to the South African qualification, with the main difference being that the New Zealand qualification contains more options for specialisation, and the South African qualification contains entrepreneurship unit standards, and combines passenger and goods transport competence in one qualification.

The New Zealand National Certificate in Commercial Road Transport (Large Passenger Service Driver) contains fewer credits than the South African qualification, and can be at a level lower, depending on the elective component. However, most of the driving units are at an equivalent level. Compulsory units are required per strand for between 39% and **61%** of credits, and elective units are required per strand for between **39%** and 61% of credits as follows:

> All Strands: Protect health and safety in the workplace, Write an incident report, Carry out start up and shutdown procedures on a heavy motor vehicle and make ready for use, Demonstrate knowledge of driving

hours law and complete driving hours logbook, Demonstrate knowledge of heavy rigid motor vehicle dynamics and handling for safe driving, Drive a large passenger service vehicle in a fuel efficient manner, Demonstrate knowledge of stress and health for driving, Demonstrate knowledge of traffic law for the purpose of safe driving, Describe driving hazards and risk reduction responses to driving hazards, Apply risk reduction techniques while driving, Demonstrate knowledge and skills required for full Class 2 driver licence.

> School Bus Strand: compulsory units are Provide first aid, Provide resuscitation level 2, Drive a school bus: elective units include Apply driving risk management techniques in extreme conditions, Plan to manage personal use of alcohol and other drugs, Demonstrate time management, Demonstrate care and timeliness as an employee, Manage first aid in emergency situations, Communicate with people from other cultures, Drive heavy vehicle on unsealed road surfaces, Provide assistance to passengers with special needs, Maintain coach presentation on the road, Attend to coach passenger enquiries and requests, Demonstrate knowledge and skills required for full Class 4 driver licence, Operate a heavy rigid motor vehicle for a Class 2 driver licence, Demonstrate knowledge of driver licensing requirements for endorsement P (passenger).

> Urban and Local Route Strand: compulsory units are Communicate information in a specified workplace, Provide assistance to passengers with special needs, Protect personal safety while operating a passenger service vehicle, Foster effective passenger relations, Drive scheduled passenger route service, Perform calculations as a bus driver, Operate a heavy rigid motor vehicle for a Class 2 driver licence, Maintain personal presentation in the workplace; elective units include Apply driving risk management techniques in extreme conditions, Plan to manage personal use of alcohol and other drugs, Demonstrate time management, Demonstrate care and timeliness as an employee, Manage first aid in emergency situations, Provide first aid, Provide resuscitation level 2, Communicate with people from other cultures, Demonstrate knowledge of the New Zealand road transport industry, Drive heavy vehicle on unsealed road surfaces, Maintain coach presentation on the road, Identify categories of, and communicate information to, coach passengers en route, Attend to coach passenger enquiries and requests, Deliver commentaries to passengers, Meet requirements for full Class 4 driver licence and demonstrate knowledge of licence requirements, Operate a heavy rigid motor vehicle for a Class 4 driver licence, Demonstrate knowledge of driver licensing requirements for endorsement P (passenger), Demonstrate knowledge of communication and customer service skills in tourism and travel workplaces, Provide customer service in the tourism and travel industry, Demonstrate knowledge of the tourism industry in New Zealand.

> Long Distance Strand: compulsory units are Communicate information in a specified workplace, Communicate with people from other cultures, Provide assistance to passengers with special needs, Protect personal safety while operating a passenger service vehicle, Foster effective passenger relations, Maintain coach presentation on the road, Identify categories of, and communicate information to, passengers en route, Load, unload, account for, and describe drivers' responsibility for, passengers' luggage, Demonstrate knowledge and skills required for full Class 4 driver licence, Operate a heavy rigid motor vehicle for a Class 2 driver licence, Maintain personal presentation in the workplace; elective units include Apply driving risk management techniques in extreme conditions, Plan to manage personal use of alcohol and other drugs, Demonstrate time management, Demonstrate care and timeliness as an employee, Manage first aid in emergency situations, Provide first aid, Provide resuscitation level 2, Express own ideas in writing, Solve problems which require calculation with whole numbers, Read and interpret information presented in tables and graphs, Demonstrate knowledge of the New Zealand road transport industry, Drive heavy vehicle on unsealed road surfaces, Drive a heavy commercial vehicle on tidal sands, Drive scheduled passenger route service, Maintain coach presentation on the road, Attend to coach passenger enquiries and requests, Perform calculations as a bus driver, Deliver commentaries to passengers, Operate a heavy rigid motor vehicle for a Class 4 driver licence, Demonstrate knowledge of driver licensing requirements for endorsement P (passenger), Demonstrate knowledge of communication and customer service skills in tourism and travel workplaces, Provide customer service in the tourism and travel industry, Demonstrate knowledge of the tourism industry in New Zealand.

The main difference, in addition to the credits, between the South African and New Zealand qualifications is that the latter contains more options for specialisation, and the South African qualification contains entrepreneurship unit standards, and combines passenger and goods transport competence in one qualification.

On the Australian framework, the equivalent of the South African qualification spans two qualifications, one at a level below and one at the equivalent level of the South African qualification. The lower level qualification addresses driver competence, and the higher level qualification requires transport operational competence. The two Certificates in Transport and Distribution (Road Transport) address competence in vehicle operations, transport sector specific operations, depot operations, supervision and leadership, and road transport small business management. The South African qualification does not address depot operations, supervision and leadership.

8 The lower level qualification (Certificate II in Transport and Distribution (Road Transport)) focuses on safety and performance of the driver, enhancing professionalism and awareness, encouraging a positive driving attitude, and achieving Light Rigid (LR), Medium Rigid (MR), Heavy Rigid (**HR**) or Heavy Combination (**HC**)
4 endorsements. Areas of competence required include licence test, road law, system of vehicle control, demonstration drive, pre-trip inspection, cabin checks, starting and stopping sequence, mirror checks, vehicle positioning, left and right turns, roundabouts, lane changing, overtaking, reversing, park or trailer brake start, coupling and uncoupling, occupational health and safety issues, fatigue management principles, dangerous goods, loading and unloading, tarping and tying, mechanical appreciation, route planning, and use of gears. All of these aspects are also addressed in the South African qualification.

The Certificate III in Transport and Distribution (Road Transport) requires learners to maintain container/cargo records, process receipt and delivery of containers and cargo, transfer cargo, coordinate goods to bond premises, complete receipt/dispatch documentation, apply product knowledge to organise work operations, organise dispatch operations, organise receipt operations, coordinate stocktakes, organise warehouse records operations, control and order stock, receive and store stock, test equipment and isolate faults, carry out maintenance of vehicles designed to carry special loads, carry out inspection of vehicles designed to carry special loads, set up and rig crane for lift, plan job and set up work areas, maintain mobile cranes, load and unload wheeled or tracked crane, undertake site inspection, de-rig, and pack and store tools and equipment. Similar to the South African qualification, it is aimed at bus drivers and truck drivers. In addition, the Australian qualification also incorporates competence required of truck offside drivers, delivery drivers, furniture removalists, storepersons, transport clerks, transport managers, and transport operations officers. Therefore, the South African qualification does not address many of the above areas of competence, and is limited to the following: maintain container/cargo records, complete receipt/dispatch documentation, apply product knowledge to organise work operations, carry out maintenance of vehicles designed to carry special loads, carry out inspection of vehicles designed to carry special loads, plan job and set up work areas.

ARTICULATION OPTIONS

Vertical articulation is possible with **NQF** Level 4 qualifications through the Fundamental component.

Horizontal articulation on the NQF is possible with all **NQF** Level 3 qualifications through the Fundamental component, as well as

- > The National Certificate: Freight Handling (**NQF** Level 3), ID 14574.
- > The National Certificate: Road Transport (**NQF** Level 3), ID 48437.
- > The National Certificate: Maintaining Vehicles (**NQF** Level 3). ID 24456.

MODERATION OPTIONS

Moderation of assessment and accreditation of providers shall be at the discretion of a relevant ETQA as long as it complies with the SAQA requirements. The ETQA is responsible for moderation of learner achievements of learners who meet the requirements of this qualification. Particular moderation and accreditation requirements are:

- > Any institution offering learning that will enable the achievement of this qualification must be accredited as a provider with the relevant ETQA. Providers offering learning towards achievement of any of the unit standards that make up this qualification must also be accredited through the relevant ETQA.
- > The ETQA will oversee assessment and moderation of assessment according to their policies and guidelines for assessment and moderation, or in terms of agreements reached around assessment and moderation between the relevant ETQA and other ETQAs which have an **MOU** with the relevant ETQA.
- > Moderation must include both internal and external moderation of assessments for the qualification, unless the relevant ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described in Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the Qualification.
- > Internal moderation of assessment must take place at the point of assessment with external moderation provided by the relevant ETQA according to the moderation guidelines and the agreed ETQA procedures.
- > Anyone wishing to be assessed against this qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessment of learner achievements takes place at providers accredited by the relevant ETQA (RSA, 1998b) for the provision of programs that result in the outcomes specified for this qualification. Anyone assessing a learner or moderating the assessment of a learner against this qualification must be registered

as an assessor with the **ETQA**. Assessors registered with the relevant **ETQA** must carry out the assessment of learners for the qualification and any of the Unit Standards that make up this qualification.

To register as an assessor, the following are required:

- > Detailed documentary proof of relevant qualification/s, practical training completed, and experience gained at a NQF level above the level of this qualification in the subject area.
- > Registration as an assessor with the relevant ETQA.

Assessors should keep the following general principles in mind when designing and conducting assessments:

- > Focus the initial assessment activities on gathering evidence in terms of the main outcomes expressed in the titles of the Unit Standards to ensure assessment is integrated rather than fragmented. Remember that the learner must be declared competent in terms of the qualification purpose and exit level outcomes.
- > Where assessment across Unit Standard titles or at Unit Standard title level is unmanageable, then focus assessment around each specific outcome, or groups of specific outcomes. Take special note of the need for integrated assessment.
- > Make sure evidence is gathered across the entire range, wherever it applies.

In particular, assessors should assess that the learner demonstrates an ability to consider a range of options by:

- > Measuring the quality of the observed practical performance as well as the theory and underpinning knowledge.
- > Using methods that are varied to allow the learner to display thinking and decision making in the demonstration of practical performance.
- > Maintaining a balance between practical performance and theoretical assessment methods to ensure each is measured in accordance with the level of the qualification.
- > Taking into account that the relationship between practical and theoretical components is not fixed, but varies according to the type and level of qualification.

All assessments should be conducted in line with the following well-documented principles:

- > Appropriate: The method of assessment is suited to the performance being assessed.
- > Fair: The method of assessment does not present any barriers to achievements, which are not related to the evidence.
- > Manage: The methods used make for easily arranged cost-effective assessments that do not unduly interfere with learning.
- > Integrate into work or learning: Evidence collection is integrated into the work or learning process where this is appropriate and feasible.
- > Valid: The assessment focuses on the requirements laid down in the standards; i.e. the assessment is fit for purpose.
- > Direct: The activities in the assessment mirror the conditions of actual performance as close as possible.
- > Authentic: The assessor is satisfied that the work being assessed is attributable to the learner being assessed.
- > Sufficient: The evidence collected establishes that all criteria have been met and that performance to the required Standard can be repeated consistently.
- > Systematic: Planning and recording is sufficiently rigorous to ensure that assessment is fair.
- > Open: Learners can contribute to the planning and accumulation of evidence. Learners for assessment understand the assessment process and the criteria that apply.
- > Consistent: The same assessor would make the same judgement again in similar circumstances. The judgement made is similar than the judgement that would be made by other assessors.

NOTES

This qualification replaces qualification 13716, "National Certificate: Professional Driving", Level 3, 146 credits.

The certificate issued for achievement of this qualification must clearly state the following information:

- > Licence Code.
- > Details of the vehicle that learner proved competence on (vehicle type, make, configuration & gearbox and retardation type for vehicles over 3,5 tons).
- > The titles of electives completed.

UNIT STANDARDS*(Note: A blank space after this line means that the qualification is not based on Unit Standards.)*

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	113852 Apply occupational health, safety and environmental principles	Level 3	10	Registered
Core	123258 Foster and maintain customer relations	Level 3	10	Draft - Prep for P Comment
Core	123261 Plan road transport service delivery	Level 3	8	Draft - Prep for P Comment
Elective	116938 Use a Graphical User Interface (GUI)-based word processor to create and edit documents	Level 1	4	Registered
Elective	8418 Do basic research	Level 2	4	Reregistered
Elective	8420 Operate in a team	Level 2	4	Reregistered
Elective	9875 Perform basic safety checks to ensure general vehicle safety	Level 2	8	Registered
Elective	12484 Perform basic fire fighting	Level 2	4	Reregistered
Elective	14353 Conduct basic financial transactions	Level 2	3	Registered
Elective	15123 Select and use vehicle lifting equipment	Level 2	3	Registered
Elective	119750 Inspect and lubricate an automotive system	Level 2	8	Registered
Elective	123257 Operate a rigid light vehicle	Level 2	10	Draft - Prep for P Comment
Elective	123262 Load general freight	Level 2	6	Draft - Prep for P Comment
Elective	8000 Applying basic business principles	Level 3	9	Reregistered
Elective	8038 Operating lift trucks	Level 3	6	Reregistered
Elective	8039 Operating cranes	Level 3	10	Registered
Elective	10976 Convey livestock	Level 3	8	Reregistered
Elective	10977 Convey abnormal freight	Level 3	8	Reregistered
Elective	13917 Indicate the role of a team leader ensuring that a team meets an organisation's standards	Level 3	6	Registered
Elective	14152 Transporting human remains, the bereaved and materials and equipment	Level 3	5	Registered
Elective	15107 Test and report on condition of vehicle starting system	Level 3	4	Registered
Elective	15110 Test and report on condition of vehicle charging system	Level 3	4	Registered
Elective	113909 Coach a team member in order to enhance individual performance in work environment	Level 3	5	Registered
Elective	116534 Carry out basic first aid treatment in the workplace	Level 3	2	Registered
Elective	116940 Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	Level 3	6	Registered
Elective	117171 Manage time effectively to enhance productivity and enable a balanced lifestyle	Level 3	2	Registered
Elective	117705 Demonstrate knowledge of the Firearms Control Act 2000 (Act No 60 of 2000) applicable to possessing a firearm	Level 3	3	Registered
Elective	117833 Handle a crime situation	Level 3	6	Registered
Elective	123252 Provide long distance coach/bus services	Level 3	10	Draft - Prep for P Comment
Elective	123255 Provide tour coach services	Level 3	8	Draft - Prep for P Comment
Elective	123256 Provide commuter services	Level 3	8	Draft - Prep for P Comment
Elective	123259 Convey dangerous goods by road	Level 3	4	Draft - Prep for P Comment
Elective	123260 Operate tailgates and tail-lifts	Level 3	2	Draft - Prep for P Comment
Elective	7997 Managing self-development	Level 4	12	Reregistered
Elective	13414 Conduct a financial analysis of a small business	Level 4	10	Registered
Elective	113841 Transport freight	Level 4	10	Registered
Elective	114215 Mentor a colleague to enhance the individual's knowledge, skills, values and attitudes in a selected career path	Level 4	3	Registered
Elective	114730 Comply with safety requirements in the medical pathology or blood transfusion fields	Level 4	6	Registered
Elective	114738 Perform financial planning and control functions for a small business	Level 4	6	Registered
Elective	117241 Develop a business plan for a small business	Level 4	5	Registered

Elective	117244	Investigate the possibilities of establishing and running a small business enterprise (SMME)	Level 4	3	Registered
Elective	117245	Manage financial information	Level 4	8	Registered
Elective	123253	Operate a rigid heavy vehicle	Level 4	15	Draft - Prep for P Comment
Elective	123254	Operate a vehicle combination	Level 4	20	Draft - Prep for P Comment
Fundamental	7456	Understand and monitor economic aspects of business and national issues	Level 3	5	Reregistered
Fundamental	8970	Identify audience and context needs in oral communication	Level 3	5	Reregistered
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	5	Reregistered
Fundamental	8973	Use language and communication in occupational learning programmes	Level 3	5	Registered
Fundamental	9010	Demonstrate an understanding of the use of different measurement units and an awareness of their use in the context of relevant activities	Level 3	2	Reregistered
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5	Registered
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4	Registered
Fundamental	114941A	Identify HIV/AIDS in a specific business sector and a workplace	Level 3	4	Registered



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

1

SAQA US ID	UNIT STANDARD TITLE		
123252	Provide long distance coach/bus services		
SGB NAME	ORGANISING FIELD ID	PROVIDER NAME	
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	10	Level 3	Regular

SPECIFIC OUTCOME 1

Prepare coach/bus, documentation and ancillary equipment according to specified procedures.

SPECIFIC OUTCOME 2

Collect passengers from arrival points and deliver them at destinations according to specified procedures.

SPECIFIC OUTCOME 3

Receive and deliver luggage according to specified procedures.

SPECIFIC OUTCOME 4

Complete journey and operational information according to specification.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

2

Operate a rigid heavy vehicle

SAQA USID	UNIT STANDARD TITLE		
123253	Operate a rigid heavy vehicle		
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	15	Level 4	Regular

SPECIFIC OUTCOME 1

Prepare a rigid heavy vehicle for road transport trips according to specification.

SPECIFIC OUTCOME 2

Drive a heavy rigid vehicle in accordance with specified requirements.

SPECIFIC OUTCOME 3

Ensure the maintenance of road transport service quality.

SPECIFIC OUTCOME 4

Handle unexpected situations according to specified procedures.

SPECIFIC OUTCOME 5

Park rigid heavy vehicle in accordance with specified requirements.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

3

Operate a vehicle combination

<i>SAQA US ID</i>	<i>UNIT STANDARD TITLE</i>		
123254	Operate a vehicle combination		
<i>SGB NAME</i>		<i>ORGANISING FIELD ID</i>	<i>PROVIDER NAME</i>
SGB Transport and Logistics Operations		11	
<i>UNIT STANDARD TYPE</i>		<i>ORGANISING FIELD DESCRIPTION</i>	<i>SUBFIELD DESCRIPTION</i>
Regular		Services	Transport, Operations and Logistics
<i>ABET BAND</i>	<i>CREDITS</i>	<i>NQF LEVEL</i>	<i>UNIT STANDARD TYPE</i>
Undefined	20	Level 4	Regular

SPECIFIC OUTCOME 2

Drive a vehicle combination in accordance with specified requirements.

SPECIFIC OUTCOME 3

Ensure the maintenance of road transport service quality.

SPECIFIC OUTCOME 4

Handle unexpected situations according to specified procedures.

SPECIFIC OUTCOME 5

Park vehicle combination in accordance with specified requirements.

SPECIFIC OUTCOME 6

Couple and uncouple a drawing vehicle and trailer/s according to specified procedures.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

4

Provide tour coach services

SAQA US ID	UNIT STANDARD TITLE		
123255	Provide tour coach services		
SGB NAME	ORGANISING FIELD ID	PROVIDER NAME	
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	8	Level 3	Regular

SPECIFIC OUTCOME 1

Welcome and inform tourists according to organisational policies.

SPECIFIC OUTCOME 2

Co-host tour groups as an ambassador for South Africa.

SPECIFIC OUTCOME 3

Resolve individual and group problems according to specified procedures.

SPECIFIC OUTCOME 4

Complete tour or journey and operational information according to specification.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

5

SAQA US ID	UNIT STANDARD TITLE		
123256	Provide commuter services		
SGB NAME	ORGANISING FIELD ID	PROVIDER NAME	
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	8	Level 3	Regular

SPECIFIC OUTCOME 1

Prepare equipment and documentation according to specified procedures.

SPECIFIC OUTCOME 2

Collect payments and issue passenger tickets according to **specified** procedures.

SPECIFIC OUTCOME 3

Adhere to service contractual specifications as specified.

SPECIFIC OUTCOME 4

Provide operational information that meets specified requirements. .



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

6

Operate a rigid light vehicle

SAQA US ID	UNIT STANDARD TITLE		
123257	Operate a rigid light vehicle		
SGB NAME	ORGANISING FIELD ID	(PROVIDER NAME)	
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	10	Level 2	Regular

SPECIFIC OUTCOME 1

Prepare a rigid light vehicle for road transport trips according to specification.

SPECIFIC OUTCOME 2

Drive a rigid light vehicle in accordance with specified requirements.

SPECIFIC OUTCOME 3

Ensure the maintenance of road transport service quality.

SPECIFIC OUTCOME 4

Handle unexpected situations according to specified procedures.

SPECIFIC OUTCOME 5

Reflect on vehicle performance and own operation of vehicle against requirements.

SPECIFIC OUTCOME 6

Park rigid light vehicle in accordance with specified requirements.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

7

Foster and maintain customer relations

SAQA US ID	UNIT STANDARD TITLE		
123258	Foster and maintain customer relations		
SGB NAME	ORGANISING FIELD ID	PROVIDER NAME	
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	10	Level 3	Regular

SPECIFIC OUTCOME 1

Describe organisational structures and products/services for specific contexts

SPECIFIC OUTCOME 2

Operate within a specific customer service system according to context requirements

SPECIFIC OUTCOME 3

Identify customer needs and expectations within specific contexts.

SPECIFIC OUTCOME 4

Deal with customer complaints according to specified procedures.

SPECIFIC OUTCOME 5

Choose interpersonal behaviours appropriate for occupational situations



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

8

Convey dangerous goods by road

SAQA USID	UNIT STANDARD TITLE		
123259	Convey dangerous goods by road		
SGB NAME		ORGANISING FIELD ID	PROVIDER NAME
SGB Transport and Logistics Operations		11	
UNIT STANDARD TYPE		ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Regular		Services	Transport, Operations and Logistics
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	4	Level 3	Regular

SPECIFIC OUTCOME 2

Apply safety and standard operating procedures during loading and off-loading in terms of specified requirements.

SPECIFIC OUTCOME 3

Apply safety procedures in the event of an incident.

SPECIFIC OUTCOME 4

Comply with the requirements of SANS 0231 in terms of behaviour on route.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

9

SAQA US ID	UNIT STANDARD TITLE		
123260	Operate tailgates and tail-lifts		
SGB NAME	ORGANISING FIELD ID	PROVIDER NAME	
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET SAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	2	Level 3	Regular

SPECIFIC OUTCOME 1

Describe mechanical operation of equipment according to given specifications.

SPECIFIC OUTCOME 2

Identify and categorize loads accurately.

SPECIFIC OUTCOME 3

Ensure functional equipment and legal compliance by means of equipment inspection.

SPECIFIC OUTCOME 4

Operate tailgates and tail-lifts in accordance with manufacturers', legal and organisational standards and procedures.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

10

Plan read transport service delivery

SAQA US ID	UNIT STANDARD TITLE		
123261	Plan road transport service delivery		
SGB NAME	ORGANISING FIELD ID	PROVIDER NAME	
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operations and Logistics	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	8	Level 3	Regular

SPECIFIC OUTCOME 1

Contextualise the road transport sector within the transport industry.

SPECIFIC OUTCOME 2

Describe vehicle components according to manufacturer specifications.

SPECIFIC OUTCOME 3

Plan for road transport trips according to specified contexts.

SPECIFIC OUTCOME 4

Explain the impact of specific conditions in terms of vehicle and driver performance.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

11

Load general freight

SAQA US ID	UNIT STANDARD TITLE		
123262	Load general freight		
SGB NAME	ORGANISING FIELD ID	PROVIDER NAME	
SGB Transport and Logistics Operations	11		
UNIT STANDARD TYPE	ORGANISING FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Services	Transport, Operatiins and Logistics	
Undefined	Level 2	Regular	

SPECIFIC OUTCOME 1

Prepare for loading/off-loading processes according to specified procedures.

SPECIFIC OUTCOME 2

Load general freight according to context requirements.

SPECIFIC OUTCOME 3

Secure general freight according to product requirements.

SPECIFIC OUTCOME 4

Off-load general freight according to specified procedures.