



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

LOGISTICS AND TRANSPORT

MODULE: Cargo Dispatching

PAPER NO: 367/22/M06

DURATION: 3 Hours

OCTOBER / NOVEMBER 2024 EXAMINATION

REQUIREMENTS

1. Calculator
2. Blue pen
3. Ruler

INSTRUCTIONS TO CANDIDATE

1. Answer all questions from Section A.
2. Answer three (3) questions from Section B.

This paper consists of 2 printed pages.

SECTION A

Compulsory – (40 marks)

Answer all questions in Section A.

QUESTION 1

Case study

Border timbers Company has been given a contract by a furniture manufacturing company in Harare to supply timber for production. Two haulage trucks need to be loaded with timber at Border timbers.

As a dispatch clerk, you have been given the task to dispatch this consignment.

Examine five (5) different documents that you are going to use in dispatching the timber. (20 marks)

QUESTION 2

Briefly explain the following terms:

- a) Third part logistics (3PL). (10 marks)
- b) Courier service providers. (10 marks)

SECTION B

Answer any three (3) questions from the following – (60 marks)

QUESTION 3

- a) Enumerate any five (5) characteristics of cargo/goods that influence transport mode choice. (10 marks)
- b) Discuss in detail the “Queuing Theory” concept. (10 marks)

QUESTION 4

Discuss five components of a valid cargo manifest. (20 marks)

QUESTION 5

Outline and explain five (5) factors which determine the loading and offloading requirements in cargo transportation. (20 marks)

QUESTION 6

Evaluate five (5) KPI's (KEY Performance Indicators) for driver management. (20 marks)

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