



**QUESTION PAPER**  
**FOR:**  
**OCCUPATIONAL CERTIFICATE: FREIGHT HANDLER**

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**General****Instructions****to Candidates:**

- Write your Name(s) and Surname, and ID number at the top of their Answer Sheet.
- Read the questions carefully.
- Marking Your Choice of Answer
- Decide which answer you think is correct and circle the answer.

For example: 1  B

- 
- Write using black pen
  - Attempt ALL questions; if you find a question difficult, leave it and return to it later.
  - You must sign EACH page of the Answer Sheet at the end of the page to signify the return of your answers.
  - Do not open this questionnaire until told to do so by the Invigilator.

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**Total Marks:****100**

- The question paper consists of Section I and Section II.
- Section I is comprised of Part A and B for 10 marks EACH.
- Part A (True or False Questions)
- Part B (Multiple-Choice Questions)
- Section II (Short Questions): 80 marks (pages 7-15)
- Working Time - 3 hours, 9:00 - 12:00

**Pass Mark:****50%**

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**Section I****Part A****Answer True or False****Total Marks: \_\_\_/10****Duration: 30 Minutes**

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1. It is acceptable to double-stack hazardous and non-hazardous on one pallet to save space and time. (1)

\_\_\_\_\_

2. It is an offence to sell food that are high-risk foods such as food that require chilling and those that have short shelf life and have passed it 'use by' date. (1)

\_\_\_\_\_

3. A warehouse that stores foods and is infested with rodents does not pose any danger to consumers. (1)

\_\_\_\_\_

4. The inspection of the load delivered involves checking if the quantity of goods delivered matches the quantity mentioned on the delivery note. (1)

\_\_\_\_\_

5. SANS 10236 Code of Good Practice prescribes the operation rules and procedures for transporting Dangerous Goods and Hazardous Materials. (1)

\_\_\_\_\_

6. Orders are normally picked one by one or in batches in a pre-arranged order. (1)

\_\_\_\_\_

7. Order picking or collecting orders is defined as picking from storage locations based on customer requirements. (1)

\_\_\_\_\_

8. Products normally arrive in a warehouse in larger units on pallets. If pallets are not arranged evenly, they have to be broken down into separate cartons. (1)

\_\_\_\_\_

9. A scanner is generally used to pick orders and is controlled by the Warehouse Management System (WMS) (1)

\_\_\_\_\_

10. Put-away process may require a large amount of work compared to receiving process. (1)

\_\_\_\_\_

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**Part B****Multiple-Choice Questions****Total Marks: \_\_\_/10****Choose and Circle the Correct Answer****Duration: 30 Minutes**

1. Which one of the following statements is correct? (1)
  - A. Accurate recording of goods is not necessary upon receiving of goods, it can only take place once they are stored
  - B. It is acceptable to double-stack hazardous and non-hazardous goods on one pallet.
  - C. The products must be clearly labelled in bold goods signs, i.e hazardous or flammable products.
  
2. Which one of the following restraint equipment may be used for palletised loads? (1).
  - A. Blankets
  - B. Chains
  - C. Cables
  
3. Which of the following equipment can be used to load or pick container cargo such as food and appliances? (1)
  - A. Crane
  - B. Motorised Handling Equipment
  - C. Pipes
  
4. Which one of the following equipment is used to load or off-load cars? (1)
  - A. Roll-off/Roll on (Ro-Ro)
  - B. Crane
  - C. Carton Flow rack/automatic picking/conveyor machine
  
5. Which one of the following statements incorrect? (1)
  - A. Receipt and storage of goods are considered outbound processes
  - B. Hazardous goods can be transported in any kind of vehicle as long as they can fit.
  - C. The receiving bay process involves checking the quantity of the goods received only.
  
6. The process involving the selection and gathering specified number of right SKUs in accordance with the order in a warehouse is called (1)
  - A. Order Receiving
  - B. Order picking
  - C. Order Dispatching

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7. Which of the type of goods must be handled with care? (1)
- A. All types of goods
  - B. Only fragile goods
  - C. Only heavy goods
8. The abbreviation 'UHT' in the freight environment stands for (1)
- A. Ultimate Hot Temperature
  - B. Ultra-High Temperature (UHT) products
  - C. Unit Heavy Transportation
9. The reason for placing heavy products on the pallet bottom is to (1)
- A. Avoid damage on lightweight products
  - B. Maximise space on the pallet
  - C. All of the Above
10. Which one of the following may be used to remove freight/goods from the receiving floor into the storage area safely? (1)
- A. A forklift
  - B. A Pole
  - C. Rope

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**Section B**

Attempt **ALL** Questions

Total Marks: \_\_\_/80

Duration: 2 Hours

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**Question 1**

State what must the Freight Handler do when receiving the following types of goods on the pallet.

- a) Hazardous goods (3)

- b) Non-hazardous (2)

- c) Describe the warehousing processes (5)

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**Question 2**

John has just joined your department and your supervisor requests you to explain to him the process of receiving goods.

Describe the process of receiving goods. (8)



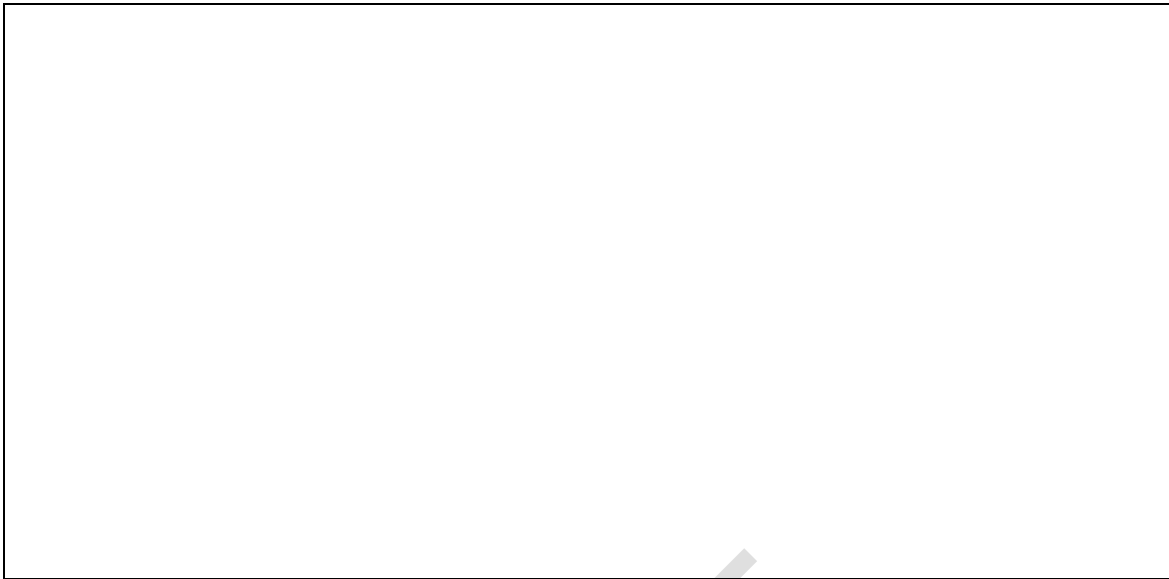
**Question 3**

a) Give THREE (3) examples of equipment to handle freight/goods. (3)



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- b) List ANY FIVE (5) ways of securing loads. (5)




**Question 4**

- a) List THREE (3) the different signs of damages on delivered goods/products that must be recorded when receiving freight/goods. (3)



- b) List ANY TWO (2) types of discrepancies that may occur when off-loading freight/goods. (2)



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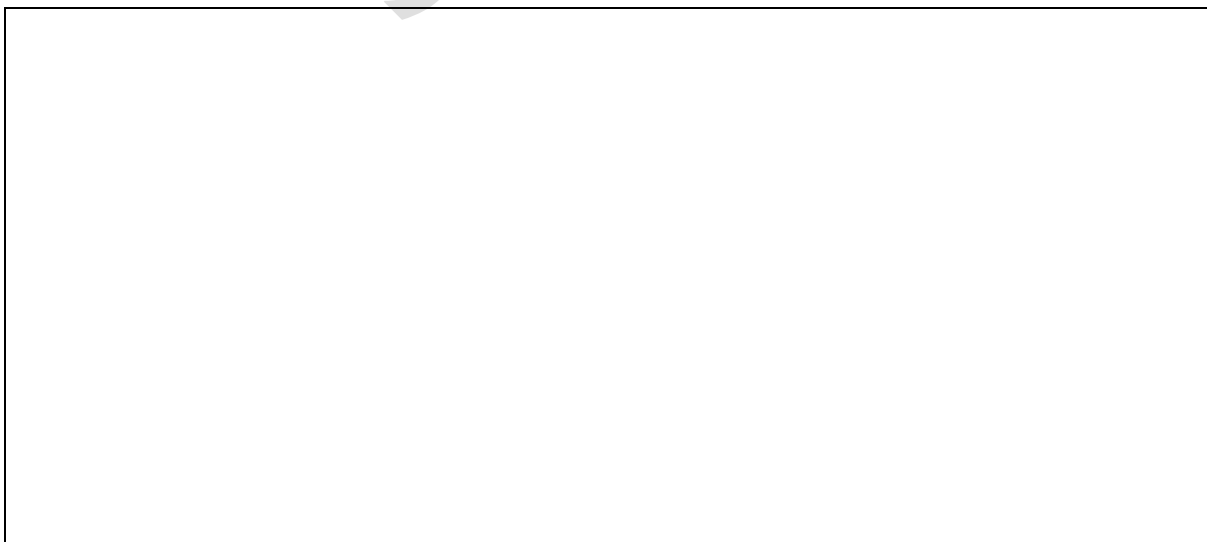
- c) The work area for the off-loading of freight must be safe and spacious for the movement of equipment/machinery efficiently. (6)

What are the factors that should be considered when identifying and selecting suitable work area for off-loading?

A large, empty rectangular box with a thin black border, intended for the candidate to write their answer to the question above. A large, light grey watermark reading 'SAMPLE' is diagonally overlaid across the box.

**Question 5**

- a) Explain the role of a scan and bar-codes in handling freight/goods in the warehouse/facility. (4)

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- b) List ANY THREE (3) different types of Personal Protective Equipment (PPE) that can be used for receiving fragile products or goods and storage of goods at height or in a freezer. (6)

Fragile goods:

Storing at height or in a freezer:

- c) List FIVE (5) types of hazards associated with loading and off-loading of goods, products and materials. (5)

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- d) Explain the basic principles of storing different goods in the warehouse. (4)

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- e) Name FOUR (4) types of warehouse management systems commonly used when allocating stock. (4)

**Question 7**

- a) Explain the procedure of stock taking and the reason why stock must be reconciled. (7)

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- b) Explain THREE (3) factors to consider when picking an order. (3)

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**c) Name and describe the following order picking methods. (5)**

1. Zone picking: (2)

2. Wave picking: (3)

d) List TWO (2) types of equipment that can be used for picking freight/goods. (4)

**Question 8**

a) Explain the process of order picking. (4)

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- a) List ANY FIVE (5) types of goods that can be stored in a warehouse (5)

**Question 9**

- a) Your supervisor called a meeting and requests that all staff must strictly apply the asks you to explain to him the principles you would apply the FEFO principle when picking goods in a warehouse. Your colleague is afraid to ask him what does FEFO stands for and what does it mean?

What does the abbreviation “FEFO” stands for and what does it mean? (4)

What it stands for:

Meaning:

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- b) Write down the letter that corresponds with the appropriate method of picking goods or materials to the type of freight/goods to be loaded or off-loaded. Write your answer next to the Alphabet, e.g 1. C (5)

	Method of picking		Type of Freight	Insert Your Choice, e.g 1 C
1	Crane	A	Dry bulk (e.g cement, sugar, salt and sand)	
2	Motorised Handling Equipment (MHE) machine	B	Liquid bulk (e.g fuel oil, crude oil, all liquid products)	
3	Carton Flow rack/automatic picking/conveyor, hand, manual pallet jack	C	Break bulk (e.g paper, rolls of steel)	
4	Roll-on/Roll-off (Ro-Ro)	D	Container cargo (food, meat, toys, televisions, computers)	
5	Pipes	E	Cars	

- c) Name TWO (2) things that may result from not adhering to planned route when to transporting freight/goods. (2)

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