



**The Chartered  
Institute of Logistics  
and Transport**

**INTERNATIONAL INTRODUCTORY CERTIFICATE IN LOGISTICS AND TRANSPORT**

**INTRODUCTION TO PASSENGER TRANSPORT SERVICES  
INTRO -02**

**NOVEMBER 2025 EXAMINATIONS**

**Note to Candidates**

Candidates are advised to spend NOT more than 40 minutes on each question

**Instructions to Candidates**

- Duration of examination: **2.30 hours**
  - **Answer FIVE questions**
  - Questions may be answered in any order.
  - Allocations of marks are indicated along each question.
  - Credit will be given for citing relevant examples.
  - Write legibly.
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**QUESTION 1**

List the advantages and disadvantages of road, rail, water, and air transport. **(20 marks)**

**QUESTION 2**

- a) Outline the principal difference between a terminal and an interchange. **(4 marks)**
- b) List the functions of terminals and Interchanges. **(16 marks)**

**QUESTION 3**

- a) Describe the reasons for monitoring and controlling international passenger movements. **(14 marks)**

b) Name the two major types of transport demand.

**(6 marks)**

#### **QUESTION 4**

Outline the characteristics of different modes of transport.

**(20 marks)**

#### **QUESTION 5**

a) Discuss the focus of policies for all forms of passenger transport services. **(14 marks)**

b) List the facilities that are available for passengers at an interchange. **(6 marks)**

#### **QUESTION 6**

Identify and explain the legislative requirements governing passenger transport at international, national, regional, and local levels.

**(20 marks)**