



The Chartered  
Institute of Logistics  
and Transport

**INTERNATIONAL INTRODUCTORY CERTIFICATE  
IN LOGISTICS & TRANSPORT**

**INTRODUCTION TO PLANNING AND OPERATING  
PASSENGER TRANSPORT  
INTRO-06**

**NOVEMBER EXAMINATION 2025**

**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.
  - Start each question on a new page.
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**QUESTION 1**

- a) Explain the difference between a terminal and an interchange. **(4 marks)**
- b) Distinguish between scheduled and non-scheduled services in passenger transport operation. **(4 marks)**
- c) Discuss the measures that can be applied to manage demand in passenger

transport operations.

**(12 marks)**

## **QUESTION 2**

- a) Explain the use of information and technology in controlling passenger transport operations. **(10 marks)**
- b) Write down the characteristics of passenger transport. **(10 marks)**

## **QUESTION 3**

- a) Explain the methods of enforcement in passenger transport operation. **(10 marks)**
- b) State reasons for the regulation of passenger transport. **(10 marks)**

## **QUESTION 4**

- a) Explain in brief the different types of passenger services. **(15 marks)**
- b) "Transport is perishable." Explain in brief what is meant by the phrase. **(5 marks)**

## **QUESTION 5**

- a) Describe the different types of multimodal interchange. **(10 marks)**
- b) State reasons and methods used to record transactions in passenger transport operations. **(10 marks)**

## **QUESTION 6**

- a) Identify and explain some forms of passenger transport that rely on an artificial way. **(10 marks)**
- b) Explain the phrase "Yield management" in passenger transport operations. **(5 marks)**
- c) List two (2) enforcement and three (3) regulatory bodies that you are familiar with in passenger transport operations in Zimbabwe. **(5 marks)**