



The Chartered
Institute of Logistics
and Transport

INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT

BUSINESS APPLICATIONS

010-L3

NOVEMBER EXAMINATION 2025

Notes 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

Environmental impact and climate change has become the main topic in any summit across the globe. Explain mechanisms' that a transport & logistics business must adopt to adhere to global climatic change concerns. **(20 marks)**

QUESTION 2

- a) Operational, business trends and systems has become volatile in the business world. Continuous training and development are key to keep employees' skills ahead of ever-changing business mechanisms. Elaborate the different types of training and development you can employ in your organization. **(10 marks)**
- b) Identify and explain any five (5) key KPIs that a transport and logistics department should adopt for effective performance monitoring and evaluation. **(10 marks)**

QUESTION 3

There is a thin line between a motivated workforce and achievement of desired results. Discuss **(25 marks)**

QUESTION 4

- a) Management of information systems and flow is the core for effective decision making at any management level. Citing practical examples, discuss how this can be effectively managed in the transport and logistics division. **(15 marks)**
- b) Outline any five (5) types of management Information that are key to a transport and logistics manager. **(5 marks)**

QUESTION 5

Discuss how you effectively implement and execute change management in your organization. **(20 marks)**

QUESTION 6

Effective human capital management in line with the labour law is key. Any transport business or division must manage this effectively, leaving no room for compromise or mistakes. With reference to your organization discuss any 4 key statutory rights that are applied to employees as stipulated by the law. **(20 marks)**