higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N2
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 It is advisable to always check the terms and conditions of the guarantee.

1.1.2 A guarantee needs to be registered with the manufacturer for certain conditions to be met.

1.1.3 When you buy a product in the store or shop, they may ask if you would like to buy a warrantee.

1.1.4 Bank investments are safe because in South Africa we are a well-regulated banking industry and it's really unlikely you will lose money invested with a bank.

1.1.5 Household products like electrical and kitchen appliances and furniture often come with a guarantee.

1.1.6 Spend less than you earn is one of the principles of budgeting.

1.1.7 Guarantee gives you additional protection and strengthens your consumer rights.

1.1.8 If you want to buy a home, you need a plan for setting aside extra money to come up with the down payment.

1.1.9 Wealth is the abundance of valuable resources or material possessions.

1.1.10 Guarantees can also apply to services, for example, installation and repair services in your home.

1.1.11 A guarantee is like an insurance policy – it covers the product beyond the manufacturer's warrantee period.

1.1.12 There are FOUR different types of savings accounts to consider: Call accounts, Notice deposits, Fixed deposits and hire purchase.

1.1.13 Wants first and needs later, is also one of the principles of budgeting.

1.1.14 A warrantee is an agreement from the manufacturer confirming that they will repair or replace an item if something goes wrong within a certain amount of time after you buy it.

1.1.15 It is advisable for everyone who buys appliances to ignore the guarantees that comes with those products.

(15 × 1) (15)

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1.2 Read the given paragraph and then answer the questions below.

Ben Zulu is an employee working in a factory that uses flammable material. Unfortunately, this employee does not follow the rules and lights a cigarette inside the factory and a little ash falls onto some of the flammable material this employee works with, and create big flames. While trying to stop the flames from spreading, the employee gets burned all over his hand and partially on the face.

1.2.1 What type of burn is this? (1)

1.2.2 Mention SIX actions that you must take while waiting for emergency services to arrive at the factory for the injured Ben Zulu. (6)

1.3 Briefly explain what a *first-aid kit/box* is. (3)
[25]

QUESTION 2

2.1 List FOUR reasons why a subordinate would be forced to bypass his/her supervisor with a personal problem. (4)

2.2 Choose the correct term from those in brackets. Write only the answer next to the question number (2.2.1-2.2.8) in the ANSWER BOOK.

2.2.1…(Notice deposits/Fixed deposits) are investments made for indefinite periods, but you cannot get 2.2.2…(access/deposit) to your funds until a specified period has been served.
The range of notice periods available is enormous and the common period offered by the banks is 2.2.3…(32-day/10-day) period.

2.2.4… (Fixed deposits/notice deposits) tie up the investor's money for a term specified in advance and this term may be anything from 2.2.5…(one/five) month to five years. The longer the notice period, usually, the 2.2.6… (higher/lower) the interest rate offered.

In the 2.2.7... (call accounts/fixed deposits) , you can access your money readily, by giving the bank notice of 2.2.8…(24 hours/2 hours). (8)

2.3 Discuss the difference between *absenteeism* and *tardiness.* (2 × 2) (4)

2.4 Mention FOUR faults that can exist within an organisation. (4)

2.5 Name FIVE disadvantages that may be brought by ineffective communication in the workplace. (5)
[25]

QUESTION 3

3.1 Write the following abbreviations in full as outlined in the Creation of Wealth:

3.1.1 NCR

3.1.2 ATM

3.1.3 SAHRC

(3 × 2) (6)

3.2 Organisations have different departments that performs different functions.

Name a department that performs the given function(s) below:

Write the correct answer next to the question numbers (3.2.1−3.2.8) in the ANSWER BOOK.

3.2.1 Which department is responsible for market research in the organisation?

3.2.2 Which department is responsible for looking after the customer requirements in the organisation?

3.2.3 Which department is responsible for recruitment and selection of new employees in the organisation?

3.2.4 Which department is responsible for cross-sectional general administration in the organisation?

3.2.5 Which department is responsible for providing all the technical back-up support and training in the organisation?

3.2.6 Which department is responsible for processing claims and payments in the organisation?

3.2.7 Which department is responsible for proving resources and equipment in the organisation?

3.2.8 Which department is responsible for maintaining sales in the organisation?

(8 × 2) (16)

3.3 Accountablity cannot be delegated, but the supervisor is burdened with it when authority is delegated to him.

Outline any THREE duties perfomed by any supervisor in the workplace. (3)

[25]

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QUESTION 4

4.1 Define the term *trade union*. (3)

4.2 Give any SIX registered trade unions in South Africa. (6)

4.3 Choose the correct meaning from the options below and write the correct response next to the question number (4.3) in the ANSWER BOOK.

CCMA stands for: Commission for Conciliation, Mediation and Arbitration / Conditions for Conciliation, Mediation and Arbitration. (2)

4.4 There are certain circumstances where the employer should consult with the Workplace Forum before implementing.

Choose from the list given below, FIVE such circumstances.

- Partial or total plant closure
- Criteria for merits and bonuses for the workers
- Restructuring and new work methods in the workplace
- Health and Safety measures in the workplace
- Retrenchment of workers
- Violating any law or court order
- Any harm a worker may experience in the workplace
- Non-efficiency in the workplace
- Provision of CCMA in the workplace
- Provision within the Department of Labour (5)

4.5 Define the term *displaced aggression*. (2)

4.6 List SEVEN typical examples under *Safety needs* as outlined in the Maslow's hierarchy of needs. (7)

[25]

TOTAL: 100

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