higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N1
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 blue or black pen.
5. Write neatly and legibly.

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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 The regulation of relations between employers and employees is a purpose of an employer organisation.

1.1.2 Making representations regarding legislation is a factor that employer organisations are concerned with.

1.1.3 Training is one of the benefits that a trade union can offer its members.

1.1.4 The acronym MIF stands for the Motor Instrument Federation.

1.1.5 The acronym NUM stands for the National Union for Mechanics.

1.1.6 An employee is not a person who works under a contract of service.

1.1.7 The Unemployment Insurance Act is the fund that pays out not only benefits, on a limited basis, to workers in the event of disability and death, but also maternity benefits to female employees who go on maternity leave.

1.1.8 A function of a trade union is to bring worker grievances to the attention of management.

1.1.9 Sick leave is not a aim of the Basic Conditions of Employment Act.

1.1.10 The Skills Development act does not cover the employment of apprentices.

(10 × 1) (10)

1.2 Complete the following sentences by using the words in the list below. Write only the word(s) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

warrantee; industrial dispute; grievance; job description; delegation; pension fund; artisan; guarantee; tradesman; provident fund

1.2.1 An … is a person who specialises in a specific job that requires work experience.

1.2.2 An … is a worker in a skilled trade, especially one that involves making things by hand.

1.2.3 A … is the money you get when you retire from employment.

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1.2.4 When a member of a … retires, he or she gets one third of the total benefit in a cash lump sum. The other two-thirds are paid out in the form of a pension for the rest of his or her life.

1.2.5 … refers to giving a subordinate the responsibility and the authority to do a given task.

1.2.6 A … is a document that outlines the general tasks and responsibilities of a position.

1.2.7 A … is an agreement by the manufacturer confirming that they will repair or replace an item if something goes wrong with it within a certain period.

1.2.8 A … is any dissatisfaction or feeling of injustice regarding a person's employment.

1.2.9 An … refers to any disagreement with an employer, which may be in the form of a strike and or any other action.

1.2.10 A … covers a product beyond the manufacturer's guarantee period.

(10 × 1) (10)

[20]

QUESTION 2

2.1 Define the term *industrial accident.* (3)

2.2 Name THREE factors that will cause workers to wear protective equipment in a workshop. (3)

2.3 Because of poor housekeeping, accidents can easily occur in a workshop.

Mention THREE typical accidents caused by poor housekeeping. (3)

2.4 Write out in full the following abbreviations used in safety programmes:

2.4.1 NOSA

2.4.2 OHSA

(2 × 2) (4)

2.5 List any FIVE unsafe working conditions at a workplace. (5)

[18]

QUESTION 3

3.1 Tabulate the difference between *industrial councils* and *conciliation boards*.
(4 × 2) (8)

3.2 Complete the following table on personal protective equipment. Write only the correct answer next to the question number (3.2.1–3.2.14) in the ANSWER BOOK.

HAZARD	PROTECTIVE EQUIPMENT	BODY PART
E.g., oily surfaces	Safety boots	Feet
Chemical or metal slash	3.2.1 …	3.2.2 …
Flying or falling objects	3.2.3 …	3.2.4 …
Stepping into sharp objects	3.2.5 …	3.2.6 …
3.2.7 …	3.2.8 …	Lungs
3.2.9 …	Ear plugs/muffs	3.2.10 …
3.2.11 …	3.2.12 …	Hands
Flying sparks and radiation	3.2.13 …	3.2.14 …

(14)
[22]

QUESTION 4

4.1 Name the official language mostly spoken in the following provinces:

4.1.1 Mpumalanga

4.1.2 Free State

4.1.3 Eastern Cape

4.1.4 Limpopo

4.1.5 KwaZulu-Natal

(5 × 1) (5)

4.2 State THREE factors causing conflict. (3)

4.3 Discuss factors that cause people to belong to a group. (4)

4.4 Mention THREE benefits of effective communication. (3)

4.5 State FIVE activities that can be completed at an ATM. (5)

[20]

QUESTION 5

5.1 Industrial accidents can happen in a workshop or factory.

Discuss TWO aspects of an industrial accident. (3 × 2) (6)

5.2 State FOUR factors that cause people to act in an unsafe manner in the workshop. (4)

5.3 Name FOUR types of respirators. (4)

5.4 Name SIX types of firefighting equipment commonly used in the workplace. (6)

[20]

TOTAL: 100

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