higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

15 November 2022

This marking guideline consists of 5 pages.

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QUESTION 1

1.1
- People tripping over loose objects on the floor.
- Articles dropping from above.
- People slipping on oily, wet or dirty floors.
- People bumping against projecting, poorly piled or badly placed material. (4)

1.2
- Heat
- Fuel
- Oxygen (3 × 1) (3)

1.4 Personal protective equipment✓✓ (2 × 1) (2)

1.3
- Dry burns
- Cold burns
- Chemical burns
- Electric burns
- Radiation burns
- Scalds (Any 5 × 1) (5)

1.5
1.5.1 A
1.5.2 A
1.5.3 B
1.5.4 B
1.5.5 C
1.5.6 C
(6 × 1) (6)
[20]

QUESTION 2

2.1 A medical aid is a form of insurance✓ where one pays a monthly amount called a contribution or a premium,✓ in return for financial cover for medical treatment✓ that one may need or any other medical expenses.✓ (4 × 1) (4)

2.2 2.2.1 Its purpose is to provide employees✓ with a lump-sum payments✓ at the time of exit from their place of employment.✓ (3 × 1) (3)

2.2.2 Notice deposits are investments made for indefinite periods✓ and one will not be able to access the funds until a specified 'notice period' has been served.✓ A 32-day period is common for most banks in order to access one's funds.✓ (3 × 1) (3)

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2.3
- Gems
- Bonitas
- Discovery Health
- Momentum Health
- FEDHEALTH
- MEDSHIELD
- POLMED (Any 3 × 1) (3)

2.4 Unemployment insurance fund✓✓ (2 × 1) (2)
[15]

QUESTION 3

3.1 Company policies, regulations✓ and procedures✓ according to which the company must be managed.✓ (3 × 1) (3)

3.2
- Know your message – don't say too much
- Get the full attention of the receiver – make use of body language
- Obtain understanding – ask questions
- Show interest
- Know the receiver, group or person – will they understand?
- Obtain retention and feedback – let the receiver ask questions
- Listen to what others say
- Use eye contact (Any 7 × 1) (7)

3.3
- Charts shows how everybody is linked together which makes employees aware of the communication channel that will be used for messages to reach them.
- Employees can see their position and power.
- It shows relationship between departments.
- It gives people a sense of belonging since they are always in one particular department. (Any 3 × 1) (3)

3.4
- Employees will know exactly what to do.
- People who apply can see what they are expected to do. (2 × 1) (2)
[15]

QUESTION 4

4.1 4.1.1 Fixed deposits✓ tie up the investor's money for a term specified in advance.✓ This term may be anything from one month to five years.✓ An interest rate from 4,62% to 5,85% is earned on fixed deposits.✓ (4 × 1) (4)

4.1.2 Notice deposits✓ are investments made for indefinite periods✓ and one will not be able to get access the funds until a specified 'notice period' has been served.✓ A 32-day period is common for most banks in order to access one's funds.✓ (4 × 1) (4)

4.1.3 Call accounts✓
The money is 'on call' in these accounts.✓ You can access your money readily✓ by giving the bank notice of at least 24 hours.✓ (4 × 1) (4)

4.2
- One gets the goods bought immediately after paying for them.
- One avoids paying interest when one pays cash. (2)

4.3
- Warranty is completely optional✓ and can be expensive.✓
- Consider the cost of replacing the faulty item✓ and compare this with the cost of the warranty.✓
- Warranties are legally binding on the company✓ and they are enforceable through the courts if necessary.✓ (3 × 2) (6)

[20]

QUESTION 5

5.1
- English
- Afrikaans
- Ndebele
- Northern Sotho
- Southern Sotho
- Swazi
- Tsonga
- Tswana
- Venda
- Xhosa
- Zulu (Any 8 × 1) (8)

5.2
- Conforming✓
  Peer group pressure: In order to satisfy the need to belong.✓
- Adventure(experimenting)✓
  Innocent experimentation could result in addiction.✓
- Rebellion against authority✓
  Some people consider this this to be an effective way to make their own voices heard.✓
- Escape from reality✓
  Some people take drugs to escape from their problems.✓
- Pushing✓
  Drug peddlers sell drugs to addicts to ensure a regular income and market growth.✓ (5 × 2) (10)

5.3 Friendship is an unconditional interpersonal relationship where there are no formalities✓ and individuals enjoy each other's presence.✓ (2 × 1) (2)
[20]

QUESTION 6

6.1
6.1.1 True
6.1.2 True
6.1.3 True
6.1.4 True (4)

6.2
- Poor working conditions
- Untrained and unqualified supervisors
- Unfair treatment from management towards the workers
- Nepotism within the work space
- When workers feel unsafe and unprotected
- Constant failure of management to stick to agreements
- Centralisation of critical sections (Any 6 × 1) (6)

[10]

TOTAL: 100

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