higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

15 November 2022 (X-paper)
09:00–12:00

This question paper consists of 5 pages.

028Q1E2215

Copyright reserved

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. Start each section on a new page.
5. Use only black or a blue pen.
6. Write neatly and legibly.

Copyright reserved

QUESTION 1

1.1 Give FOUR typical examples of poor housekeeping. (4 × 1) (4)

1.2 List THREE basic elements of fire. (3)

1.3 Name FIVE different types of burns. (5)

1.4 Write the abbreviation, PPE, in full. (2)

1.5 Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.5.1–1.5.6) in the ANSWER BOOK.

1.5.1 Rules enforced by law to ensure safety of the workers in the workplace.

A Safety regulations
B Safety Management Plan
C Safety Audit
D Skills Audit

1.5.2 The abbreviation, OHSA, stands for …

A Occupational Health and Safety Act
B Occupational Health and Standard Act
C Occupational Health and Systems Act
D Occupational Health and Safety Accident

1.5.3 Used to protect from inhaling dust and other contaminants.

A Safety glasses
B Respiratory equipment
C Earmuffs
D Reflective clothing

1.5.4 Used to ensure that one is highly visible to other workers.

A Respiratory equipment
B Reflective clothing
C Safety helmet
D Earmuffs

1.5.5 Used to protect one's hands from injury.

A Overalls
B Safety shoes
C Safety gloves
D Reflective clothing

Copyright reserved

1.5.6 Protect one's body from harm.

A Ear plugs
B Reflective clothing
C Overalls
D Safety helmet

(6 × 1) (6)
[20]

QUESTION 2

2.1 Define the term, *medical aid*. (4)

2.2 Discuss the following:

2.2.1 Provident funds (3)

2.2.2 Notice deposits (3)

2.3 Name any THREE of the top 5 commonly used medical aid schemes in South Africa. (3)

2.4 Write the abbreviation, UIF, in full. (2)
[15]

QUESTION 3

3.1 Explain what company policy is. (3)

3.2 Discuss the aspects of the communication process. (7 × 1) (7)

3.3 Give THREE advantages of an organisational chart. (3)

3.4 Mention TWO advantages of a job description. (2)
[15]

QUESTION 4

4.1 Name and discuss THREE (4.1.1–4.1.3) types of savings accounts. (3 × 4) (12)

4.2 Give TWO advantages of paying cash for goods. (2)

4.3 State THREE facts to remember before one agrees to a warranty. (3 × 2) (6)
[20]

Copyright reserved

QUESTION 5

5.1 Name EIGHT of the 11 official languages spoken in South Africa. (8)

5.2 Name and explain FIVE reasons for drug abuse. (5 × 2) (10)

5.3 Define the term, *friendship*. (2)
[20]

QUESTION 6

6.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (6.1.1–6.1.4) in the ANSWER BOOK.

6.1.1 Industrial relations are concerned with the relationship between management and workers and the role of regulatory mechanisms in resolving any industrial disputes.

6.1.2 COSATU is the largest trade union in South Africa.

6.1.3 Employees have the freedom to join any union of their choice.

6.1.4 Employees cannot be forced to participate in any form of a strike.
(4 × 1) (4)

6.2 Mention SIX factors that may motivate workers to go on strike. (6)
[10]

TOTAL: 100

Copyright reserved