higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

22 November 2023

This marking guideline consists of 6 pages.

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QUESTION 1

1.1
- Society changes from its traditional nature to modern nature
- Old customs, traditions, folkways, morals, values and institutions change and then new customs and values take effect
- Ability to change, accept and adopt new ideas
- Accommodate and implement new systems
- Modern dynamic cultures are based on shared beliefs, norms, ideas and values (Any 3 × 1) (3)

1.2
- Cultural differences
- Educational level and training
- Selective listening (people hear what they want to hear)
- Emotional problems
- Political affiliations
- Positions held in the company
- Gender issues
- Content – technicalities and jargon
- Skills and attitude of receiver
- Method of communication
- Inappropriate target for the message (Any 6 × 1) (6)

1.3 The supervisor should:
- Introduce new employees to other employees in the same working unit.
- Introduce old employees to new employees in the same working unit.
- Show new employees their workspace and ensure that they become familiar with that workspace.
- Show new employees the ablution facilities and physical space around the company.
- Provide new employees with PPE or a uniform (if needed) and also take them through the handover of the job if it is part of their job description.
- Highlight the company's work ethics and policies to new employees during the induction period. (Any 5 × 1) (5)

1.4 Pay and benefit grievance✓
- The type of grievance where one person✓lodges a complaint that they might be due for an increase, or trying to receive expenses✓

Individual grievance✓
- The type of grievance where one person✓ lodges a complaint to management over a certain dissatisfaction that was observed or that took place at work✓

Group grievance✓
- The type of grievance where a team/group✓ lodges a complaint to management over a certain dissatisfaction that was observed or that took place at work✓

Union grievance✓
- The type of grievance where a registered union✓ lodges a complaint to management over a certain dissatisfaction that was observed or that took place at work✓ (Any 3 × 3) (9)

1.5 Example of pay and benefit grievance:
- Employer 1 has a grievance because work done similar to Employer 2 that receives more payment.✓

OR

- Commuter wants to receive expenses for commuting to and from work.✓

Example of an individual grievance:
- Bullying✓

OR

- Harassment.✓

Example of a group grievance:
- A team of bricklayers has a grievance against management about their poorly trained supervisor who is struggling to cope with the tasks assigned to him/her.✓

OR

- The company's interns have a grievance against management about the flexible working hours allocated to them.✓

OR

- Working conditions not up to standard.✓

Example of a union grievance:
SATAWU representatives have a grievance against top management about the unfair retrenchment process that will be implemented soon.✓

OR

COSATU representatives have a grievance against the Minister about wage negotiations that were not fairly concluded with bargaining council members representing the government.✓

(Any 3 × 1) (3)

1.6
- SAFPU
- POPCRU
- SADT
- SAMA
- COSATU
- SAFTU
- NEHAWU
- PAWUSA
- SATAWU
- DENOSA
- SACOB
- MATUSA
- FEDUSA
- NACTU
- CONSAWU
- COSATU
- NUMSA
- NUM
- PSA
- SADTU
- SAMWU
- SACTWU
- FOSATU
- SAWU

(Any 4 × 1) (4)

[30]

QUESTION 2

2.1
- Spend less than you earn.
- Pay yourself first.
- Needs first, wants later.
- Set financial goals. (4)

2.2
- When general objectives are known to workers.
- When members trust and respect one another as individuals.
- When people realise that cooperation with one another will promote the goal of the organisation.
- Active listening to one another.
- When employees recognise the ideas of others and work together to obtain the best solution. (Any 3 × 1) (3)

2.3
- Discuss possible and actual problems
- Give and take constructive criticism
- Respect each other's authority
- Give necessary support to one another
- Be loyal to the company and respect its policies
- Exchange ideas and information (Any 5 × 1) (5)

2.4
- High accident rate
- High absenteeism
- Frequent work stoppages
- High labour turnover
- Low morale
- Substance abuse and other addictions
- Job change and stress
- General performance
- Failing to maintain proper work ethic and etiquette (Any 5 × 1) (5)

2.5 <u>Environment obstacles</u>✓
Example: delays, caught in traffic jams every morning.✓

<u>Lack of resources</u>✓
Example: low income, no money to buy a car✓

<u>Social factors</u>✓
Example: unable to socialise because a person does not have friends✓

<u>Losses</u>✓
Example: end of a love affair/marriage✓

<u>Failure</u>✓
Example: struggling to cope with the guilt about making wrong choices✓
(5 × 2) (10)

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2.6 Occupational✓ Health✓ and Safety✓ Act (3)
[30]

QUESTION 3

3.1
- When workers are involved in essential services
- When workers are involved in maintenance services
- During the time in which any agreement is binding on the parties
- Where the matter is referred by an industrial council for arbitration
- Where there is an industrial council with jurisdiction (Any 4 × 1) (4)

3.2
- Gqeberha and Uitenhage (Nelson Mandela Metropole)
- Gauteng
- Western Cape – East London
- Durban and Pinetown (eThekwini) (4)

3.3
- The Act states that no employer shall permit any person✓
- who is or appears to be drunk or under the influence of drugs✓
- to be allowed access to the work area✓
- where machinery is used.✓
- It further states that no person who is under the influence, should be allowed to operate any machinery at all.✓ (5)

3.4 3.4.1
- Housekeeping
- Handling of objects
- Fires
- Non-work-related accidents
- Machinery and tools
- Slip and fall
- Electric shocks (Any 5 × 1)

3.4.2
- Falls
- Fires
- Suffocation
- Poisoning
- Drowning
- Falling objects
- Electric shocks
- Fire-arms (Any 5 × 1)

3.5	3.5.1	Monthly		
	3.5.2	Shelter		
	3.5.3	Food		
	3.5.4	Transportation		
	3.5.5	Finances		
	3.5.6	Specific		
	3.5.7	Measurable		
	3.5.8	Milestone		
	3.5.9	Reviewing		
	3.5.10	Regularly		
			(10 × 1)	(10)
3.6	3.6.1	True		
	3.6.2	False		
	3.6.3	False		
	3.6.4	True		
	3.6.5	True		
	3.6.6	False		
	3.6.7	True		
			(7 × 1)	(7)
				[40]
			TOTAL:	**100**

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