higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

15 November 2022

This marking guideline consists of 5 pages.

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QUESTION 1

1.1
1.1.1 False
1.1.2 True
1.1.3 False
1.1.4 False
1.1.5 True
1.1.6 True
1.1.7 False
1.1.8 False
1.1.9 False
1.1.10 False

(10 × 1) (10)

1.2
- Training staff in communication skills
- Keeping information to a minimum
- Increasing awareness of cultural and linguistic differences (3)

1.3 A supervisor should always ensure he/she is using his/her authority✓ to meet his/her responsibilities and act accordingly.✓ (2)

1.4

Maslow's hierarchy of needs	**Examples of needs**
Physiological needs	• Food • Water • Clothing • Sleep, hear, feel, breathe
Security and safety needs	• Health • Employment • Property • Comfort • Life insurance • Savings account
Social needs	• Friendship • Intimacy • Family • Belonging • Affection
Ego and esteem needs	• Confidence • Achievement • Respect of others
Self-actualisation needs	• Morality • Creativity • Acceptance • Self - fulfilment

(Any 5 × 2) (10)

[25]

QUESTION 2

2.1
- In **formal organisation** the order of rank is laid down on paper.✓ The exposition of the post structure with the duties and authorities of each member of the post structure is clearly defined.✓ It has a proper communication network.✓
- **Informal organisation** is concerned with the creation of groups within a formal organisation.✓ These groups form by themselves and the workers are the group members.✓ These groups also have their own informal leaders and also have their own policies, aspirations and norms.✓ (3 + 3) (6)

2.2
- Some physical or organic change
- Accompanied by an impulse to do something active about the situation
- Feeling that hastens the process of action (Any 2 × 1) (2)

2.3
- Falls
- Fires
- Suffocation
- Poisoning
- Drowning
- Falling objects
- Electric shocks
- Fire-arms (Any relative answer 7 × 1) (7)

2.4
- Protect the burned person form further harm.
- If you can do so safely, make sure the person you are helping is not in contact with smouldering materials or exposed to smoke or heat.
- Check for signs of circulation. Look for breathing, coughing or movement. Begin CPR if needed.
- Remove jewellery, belts and other restrictive items, especially from around burned areas and the neck. Burned areas swell rapidly.
- Do not immerse large severe burns in cold water. Doing so could cause a serious loss of body heat (hypothermia) or a drop in blood pressure and decreased blood flow (shock).
- Elevate the burned area. Raise the wound above heart level, if possible.
- Cover the area of the burn. Use a cool, moist, bandage or a clean cloth.

(Any 6 × 1) (6)

2.5 Organisational charts are clear representations of the company structure.✓ They show the formal lines of authority between departments✓ and how these departments must interact.✓ A company can have either a centralised or decentralised organisation.✓ (4)

[25]

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QUESTION 3

3.1
- Call accounts
- Notice accounts
- Fixed accounts (3)

3.2
- If employees are well motivated it can impact communication as they are more likely to speak to senior employees.
- Poor levels of motivation are likely to have a negative impact on communication.
- Communication and motivation are related – if one increases it is likely to have a positive impact on the other. (3)

3.3
- Knowledge:✓ This level involves the cognitive, semantic and conceptual ability of an individual or group✓ to understand and appreciate the effected or planned change.✓
- Skill:✓ This level involves the motivation or behavioural response✓ that goes with knowledge or understanding.✓
- Attitude:✓ This level involves perceptions, feelings and values.✓ Favourable results are considerably more difficult to achieve at this level of change.✓ (3 × 3) (9)

3.4
3.4.1 guarantee
3.4.2 repair
3.4.3 buy
3.4.4 products
3.4.5 guarantee
3.4.6 guarantee
3.4.7 consumer
3.4.8 guarantee
3.4.9 bought
3.4.10 warranty (10 × 1) (10)
[25]

QUESTION 4

4.1
- Keep the area clean of waste.
- Store inflammable liquids in containers in properly marked and ventilated stores.
- Do not allow oil-sodden rags and other inflammable material to accumulate.
- Make sure that the fire-extinguishing system is in good operating condition.
- Make sure that the exits are clearly marked.
- Make sure that fire exits are never blocked or obstructed.
- Train the workers to be on the alert for fire hazards.
- Train workers to bring unsafe conditions to the supervisor's attention.
- Draw up a fire-escape route and be sure that everybody knows it.

(Any 5 × 1) (5)

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4.2

- Maintenance of the union (security)✓

Organised labour sees the right of association and the right to organise as basic rights that may not be touched.✓ It also stands for the maintenance of the union as protector of the interests of the worker.✓ The employers often question this right especially where they are of the opinion that they themselves are able to manage labour relations effectively within the enterprise.✓

- Control over job opportunity✓

This can be seen as the core of union policy.✓ Unions often develop a policy based on the maintenance or expansion of existing posts,✓ the assurance that its members will have a first choice and that there will be a fair and reasonable allocation of jobs.✓

- Maintenance and improvement of wages and other conditions of service✓

Economic progress is easily accepted as a matter of course with the result that normal economic progress, and thus also an improvement in wages and service conditions, assume the form of a social movement.✓ Consequently workers believe that progress is normal and a right to be reinforced.✓ This leads to the approach of the union to negotiate easily becoming flexible and pragmatic.✓

- Development of a judicial system for the handling of disputes over the rights of individual workers✓

Unions have a particular interest in general rules in an agreement concerning the interpretation thereof and the effect these have on the individual worker.✓ Therefore they want to be involved in the formulation of such rules.✓ As far as basic legislation is concerned unions are very closely involved in the formulation of such laws.✓ (4 × 4) (16)

4.3

- Working at unsafe speeds
- Working without authority
- Failure to secure machinery
- Using equipment unsafely
- Fooling around the workplace
- Taking up unsafe positions
- Using equipment that you do not know how to use
- Taking chances
- Not using PPE correctly
- Working on moving machinery (Any 4 × 1) (4)

[25]

TOTAL: 100

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