higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

21 November 2023

This marking guideline consists of 5 pages.

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QUESTION 1

1.1	1.1.1	True		
	1.1.2	True		
	1.1.3	True		
	1.1.4	False		
	1.1.5	False		
	1.1.6	True		
	1.1.7	True		
	1.1.8	True		
	1.1.9	True		
	1.1.10	False		
			(10 × 1)	(10)
1.2	1.2.1	Iscor		
	1.2.2	ArcelorMittal		
	1.2.3	South Africa		
	1.2.4	Saldanha Steel		
	1.2.5	SABS		
	1.2.6	Amcor		
	1.2.7	CSIR		
	1.2.8	IDC		
	1.2.9	Certification		
	1.2.10	SAQI		
			(10 × 1)	(10)
				[20]

QUESTION 2

2.1	2.1.1	Autocratic		
	2.1.2	Democratic		
	2.1.3	Laissez-faire		
	2.1.4	Autocratic		
	2.1.5	Charismatic		
			(5 × 1)	(5)

2.2 2.2.1

- A good leader should be able to organise activities✓ and allocate resources as expected to complete the task at hand. ✓
- A good leader should be able to plan the work in different stages✓ and monitor the progress as it unfolds.✓
- A good leader determines the best grouping for long-term operations ✓dividing work into main and supportive functions✓
- Unite operations and services✓ so that costs are reduced and efficiency increased✓
- Organise management and management-orientated positions✓ to plan, co-ordinate and control with maximum efficiency. ✓

2.2.2

- A good leader should be able to give clear instructions✓ in a way that inspires subordinates to comply. ✓

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- A good leader will reprimand in private✓ and praise in public when it is earned.✓
- A good leader is very conscious and learn from others' behaviors,✓ giving them a deep understanding of human complexities ✓

(Any 2 × 4) (8)

2.3

PROS	CONS
1. Very charismatic, easy to communicate with, develop productive relationships within group	1. Group members may choose a leader bases on superficial reasons instead of leadership qualities required to lead
2. Group members are drawn towards informal leaders as they associate with him/her being part of the group	2. Informal leaders are unable to exercise authority to ger a project done.
3. Informal leaders tend to be the most emotionally intelligent of the entire group, inspiring others to do better	3. The entire group may not agree on one informal leader, thus creating internal conflict.
4. The team has a sense of belonging and feels like they are an integral part of the organization, and see its interests more as their own.	4. Informal leaders tend to follow their own agenda when it comes to meeting the goals of the company.
5. The high level of intimacy that informal leaders have with their team enables them to know the true status of the team's progress at any given point.	

(Any 2 × 2 + 1 for table) (5)

2.4 It is the action whereby goods and services✓ are created to satisfy human needs.✓ (2)

[20]

QUESTION 3

3.1
- The memorandum of association
- The statutes
- The list of people with their acceptance to be the first directors
- The receipt for tax paid on normal share capital
- The location of the place where the company's registered office will be

(Any 4 × 1) (4)

3.2
- The anonymous partner (silent partner)
- Communitarian partner
- The special or limited partner
- Senior and junior partnership (4)

3.3
- One of the partners can request it to end
- A pending court order may force it to end
- When the partnership is sequestered
- One of the partners can resign
- When one of the partners dies
- When the specified time of the partnership expires (Any 4 × 1) (4)

3.4
- Know what you want to say
- Know the receiver
- Get the full attention of the receiver
- Obtain understanding
- Obtain feedback
- Listen to what the other person is saying
- Be accommodative
- Do not interrupt anyone while talking to you
- Talk about relevant matters (Any 8 × 1) (8)

[20]

QUESTION 4

4.1
- There will be more accidents reported in the workplace.
- Production levels will drop as workers will not feel safe.
- The workers will file constant grievances to management.
- Some workers may resign due to potential hazards.
- The company will be liable to pay injured workers due to an unsafe workplace. (NOTE: A correct sequence is not relevant.) (5)

4.2
- He/she can act without any interference from outside the enterprise.
- The owner has the sole rights to all the profits.
- The owner makes all the decisions himself/herself.
- It can be established with little formalities required by law.
- Only a license is required to start such a business.
- It may just as easily be terminated.
- Credit worthiness is often high. (Any 6 × 1) (6)

4.3
- Intelligence
- Knowledge of the work
- Kindness
- Good judgement
- Forcefulness
- Fairness
- Loyalty
- Integrity (Any 7 × 1) (7)

4.4 Council for Scientific and Industrial Research (2)

[20]

QUESTION 5

5.1
- The president or CEO is at the top of the structure✓
- The vice-president who reports to the president.✓
- The directors report to the vice-president.✓
- Managers of departments report to the directors ✓
- Supervisors report to the managers of departments.✓
- Lastly the workers report to the supervisors.✓ (Any 5 × 1) (5)

5.2 5.2.1

- He/she should set a good example by being on time at work at all times and should not leave until knock-off time.
- A supervisor should be punctual in completing the tasks allocated to him/her.
- A supervisor should be punctual when attending to crisis and misunderstandings at the workplace and not give the crisis time to grow bigger.

5.2.2

- A good supervisor should display good moral qualities that set the tone for workers.
- A good supervisor will not cut the corners and resort to back stabbing, but should be very honest in all aspects.
- A good supervisor will support his/her team members and put his/her own neck on the block when fighting realistic battles for them with management.

5.2.3

- A good supervisor will, when confronted with a very big decision to make, choose the best option that will benefit the company and not mostly himself/herself.
- He/she should display a good character of judgment when under pressure.
- A good supervisor will not make short-term decisions that may resurface over and over again, but will ensure that long-term resolutions are taken.

(3 × 3) (9)

5.3 5.3.1

- The supervisor will encourage the group members to be part of the decision making.
- Once that decision is made, the supervisor works with the group to implement the decision.

5.3.2

- The supervisor takes all the decisions and allows no participation.
- He/she decides what has to be done, when, where and how it has to be done and who will do it.

5.3.3

- He/she encourages members to take part and be actively involved in the distribution of labour.
- He/she will delegate the method of implementation after a decision has been made.

(3 × 2) (6)
[20]

TOTAL: 100