higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

LOSS CONTROL N6

1 December 2023

This marking guideline consists of 7 pages.

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QUESTION 1

- Training records
- Maintenance records
- Schedules
- Work instruction
- Work practices **[5]**

QUESTION 2

- Paper
- Wood
- Plastic
- Iron
- Water
- Glass **[6]**

QUESTION 3

- Take control of the scene.
- Administer first aid or call the emergency services.
- Control potential secondary incidents.
- Identify sources of evidence at the scene.
- Preserve the evidence.
- Determine the loss potential.
- Notify the appropriate personnel. (Any 6 × 1) **[6]**

QUESTION 4

- Force
- Repetition
- Posture
- Vibration
- Contact stress
- Environmental stress (6 × 1) **[6]**

QUESTION 5

- Environmental damage
- Public opinion
- Product quality
- Production downtime
- Employee morale
- Equipment damage (Any 3 × 1) **[3]**

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QUESTION 6

- Paper inventory control
- Safe system to receive and document incoming goods
- Safe system to issue and document outgoing goods
- Proper control to see that goods are in good order, checked by person requesting the goods
- Adequate security check points
- Proper risk management training
- Following up on goods issued to establish the quality and giving feedback to procurement division
- Reporting on scrap and monitoring the amount of scrap (Any 5 × 1) **[5]**

QUESTION 7

Loss control entails all methods taken to reduce the frequency and/or severity of losses, including exposure, avoidance, loss prevention and loss reduction. It is a multidisciplinary approach involving human engineering and risk management practice. **[4]**

QUESTION 8

Direct loss occurs when there is damage to property, as when fire damages a home.

Indirect loss occurs when a direct loss causes expenses to increase or revenues to decline. **[6]**

QUESTION 9

- Management directives
- Inspections
- Investigations
- Rules
- Personal communication
- Group meetings
- Promotion techniques
- Practice **[8]**

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QUESTION 10

Product quality improvement
- Quality assurance
- New product development

Improvements in the workplace
- Cost reduction
- Safety
- Productivity improvement

Management
- Education and training
- Organisational/Systems development
- Cross-functional management
- Policy deployment
- Quality deployment

Supply, production and selling chain
- Supply management
- Meeting production quotas
- Meeting delivery schedules
- Marketing
- Sales
- Services

(Area + ONE example) (4 × 2) **[8]**

QUESTION 11

- Give the feedback one on one and privately.
- Give the feedback as soon as possible after the observation process.
- Begin with acknowledgement of safe behaviour observed.
- Identify the substandard behaviour observed.
- Specify the safe alternative to the substandard behaviour.
- Indicate concern for the person's welfare.
- Request commitment to avoid the substandard behaviour.
- Thank the person for their commitment to continuous improvement. **[8]**

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QUESTION 12

Caustic, corrosive and toxic materials
- Container labels
- Storage
- Disposal
- Spill clean-up

Ventilation
- Toxic fumes
- Vapours
- Smoke
- Gases

Noise exposure
- Measurement
- Controls

Radiation exposure
- Measurement
- Controls

Temperature extremes
- Measurement
- Controls

Hazardous substances
- Information to affected parties
- Employees

Illumination
- Surveys
- Controls

Ergonomics
- Surveys
- Controls

Personal protective equipment
- Selection
- Location
- Compliance

(Area + ONE example) (9 × 2) **[18]**

QUESTION 13

- On-the-job injury and illness
- Off-the-job injury and illness
- Fire and explosion
- General property damage
- Shrinkage and theft
- Absenteeism
- General and administrative liability
- Product liability
- Alcohol and drug abuse
- Natural catastrophic loss
- Violation of legislation
- Environmental abuse
- Disorder
- Other avoidable waste
- Management system inadequacies (Any 10 × 1) **[10]**

QUESTION 14

- Confined spaces
- Hot work
- Excavation
- Radiation
- Working with energy sources
- Working at heights
- Working over water
- Major lifts (hoists)
- Working with hazardous material (Any 7 × 1) **[7]**

TOTAL: 100

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