higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

20 November 2024

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 True
1.1.5 True
1.1.6 True
1.1.7 True
1.1.8 True
1.1.9 True
1.1.10 True
1.1.11 False
1.1.12 False
1.1.13 False
1.1.14 False
1.1.15 False

(15 × 1) (15)

1.2 1.2.1 Major burn✓ (1)

1.2.2
- Remove jewellery, belts and other restrictive items, especially from around burned areas and the neck.
- Don't immerse large severe burns in cold water.
- Protect the burned person from further harm.
- Use a cool bandage or a clean cloth to cover the wound(s)
- Avoid crowding the injured person and ensure that the area is well ventilated.
- Assure the injured person that they will be ok. (6)

1.3 It is a collection of supplies and equipment✓ used to give immediate medical treatment,✓ primarily to treat injuries and other mild or moderate medical conditions.✓ (3)

[25]

QUESTION 2

2.1
- When security and safety is important.
- Fear for the supervisor due to bad relation between them.
- When the working tempo should be accelerated.
- When workers are uninformed about procedures.
- When the supervisor is not available.
- Lack of trust
- Urgency/crisis
- Lack of confidence in supervisor
- Strong relationship with someone higher-up. (Any 4 × 1) (4)

2.2 2.2.1 Notice deposits
2.2.2 access
2.2.3 32-day
2.2.4 Fixed deposits
2.2.5 One
2.2.6 higher
2.2.7 Call accounts
2.2.8 24 hours

(8 × 1) (8)

2.3
- Absenteeism is to miss work✓ for the whole day.✓
- Tardiness means to be absent✓ for only part of the day.✓i.e. late coming

(2 × 2) (4)

2.4
- Job overlap, which leads to duplication and wasted energy.
- Departmental responsibilities that are in conflict with the set out objective.
- A long chain of command, which leads to poor communication from top to bottom and from bottom to top.
- One worker reporting to two bosses.
- An assistant manager doing the same work as his superior. (Any 4 × 1) (4)

2.5
- Change in the workplace will be difficult
- Commitment from employees will be lowered by ineffective communication.
- Coordination in the workplace will decrease.
- Employees will struggle to work towards the same objectives due to ineffective communication in the workplace.
- Instructions will be wrongly interpreted by employees.
- Creates uncertainty
- Lack of collaboration and poor teamwork.
- Increased stress
- Reduced productivity (Any 5 × 1) (5)

[25]

QUESTION 3

3.1 3.1.1 National Credit Regulator
3.1.2 Automated Teller Machine
3.1.3 South African Human Rights Commission

(3 × 2) (6)

3.2 3.2.1 Marketing department
3.2.2 Customer Service department
3.2.3 Human Resource department
3.2.4 General Administration department
3.2.5 IT department
3.2.6 Finance department
3.2.7 Procurement department
3.2.8 Sales department

(8 × 2) (16)

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3.3
- Cutting and controlling costs
- Determination and possible improvement of work methods
- Ensuring cooperation between departments
- Taking decisions on production-line matters
- Ensuring that payments are paid up on time
- Handling minor union problems
- Handling of all worker's problems
- Maintaining discipline in the workplace at all times
- Framing of work assignments
- Selection of workers
- Ensuring that all deadlines are met
- Training of workers (Any 3 × 1) (3)

[25]

QUESTION 4

4.1 A trade union is a continuing permanent organization ✓created by the workers to protect themselves at their work,✓ to improve the conditions of their work through collective bargaining.✓ (3)

4.2
- COSATU
- NEHAWU
- FAWU
- SATAWU
- SASAWU
- CWU
- SAMWU
- CEPPWAWU
- SACTWU
- SACCAWU (Any 6 × 1) (6)

4.3 Commission for Conciliation,✓ Mediation and Arbitration.✓ (2)

4.4
- Partial or total plant closure.
- Criteria for merits and bonuses for the workers.
- Restructuring and new work methods in the workplace.
- Health and Safety measures in the workplace.
- Retrenchment of workers. (5)

4.5 Attacking a different or innocent target✓ rather than the original source of anger.✓ (2)

4.6
- Friendship
- Family
- Intimacy
- Freedom from fear
- Financial security
- Health stability
- Property
- Life insurance
- Savings account

(Any 7 ×1) (7)
[25]

TOTAL: 100

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