higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

19 November 2024

This marking guideline consists of 5 pages.

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QUESTION 1

1.1
- The post exists and continue to exist ✓ despite the fact that the office may be occupied by different persons at different times.✓
- In theory the status, prestige and authority attached to the official are related to the position or the office ✓as such and not to the incumbent of the post as an individual. ✓
- The facilities at the disposal of the incumbent of the post (office, equipment, apparatus, etc) are not ✓ his/her property but belong to the organisation ✓ in whose service he/she is. (3 × 2) (6)

1.2
- The supervisor should show the new employee the station where he/she will be working from.✓
- The employee should then be introduced to the team members✓
- as well as be shown his/her parking space while at work.✓
- The new employee should also be shown the canteen and staff kitchen✓
- As well as the ablution facilities.✓ (5)

1.3
- Identification of the problem
- Analysis of the problem
- Development of alternative solutions
- Selection of a solution
- Implementation and follow-up (5)

1.4
- The taxable income of a company is determined by deducing the allowable deductions ✓ from the company's income in accordance with the rules laid down in the Income Tax Act. ✓
- A company is not entitled ✓ to any rebates and is not taxed according to a progressive scale like individuals, but according to a fixed rate✓. (2 × 2) **(4)**

[20]

QUESTION 2

2.1
2.1.1 IDC
2.1.2 1940
2.1.3 CSIR
2.1.4 SABS
2.1.5 South Africa
2.1.6 Saldanha Steel
2.1.7 Scaw Metals
2.1.8 ArcelorMittal SA
2.1.9 Non-ferrous

(9 × 1) (9)

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2.2 2.2.1 True
2.2.2 False
2.2.3 True
2.2.4 True
2.2.5 False
2.2.6 True
2.2.7 False
2.2.8 False

(8 × 1) (8)

2.3 Men, Money, Materials, Methods & Markets (Any 3 ×1) (3)
[20]

QUESTION 3

3.1 3.1.1 Leaders must accept responsibility✓ for everything that happens under their command at all times.✓

3.1.2 Leaders have to be ready to manage change efficiently✓ as and when it happens even if they do not agree with it.✓

3.1.3 Leaders must be fair in everything they do✓ because most people react badly to what they perceive as unfair.✓

3.1.4 Leaders must at all times be loyal to the company they work for,✓ as well as to the team working for them.✓

3.1.5 Leaders should inspire respect by doing the things expected from them✓ and following all the rules at all times.✓

(5 × 2) (10)

3.2 3.2.1
- When the area was poorly managed before
- Whenever high-volume production is needed on a daily basis

(Any 1 × 1)

3.2.2
- In situations where it is important that employees need to understand certain standards or procedures
- In companies where there are important safety measures to be followed (Any 1 × 1)

3.2.3
- When team building is important
- During projects that require energy and talent (Any 1 × 1)

3.2.4
- When it is important to keep employees informed about matters that affect them
- In situations where employees have to participate in decision-making and problem-solving duties (Any 1 × 1)

3.2.5
- In situations where employees are highly skilled, experienced and educated
- In situations where employees are trustworthy and experienced

(Any 1 × 1)

3.2.6
- When teamwork and creative collaboration are needed
- In situations where the leader has a competent team

(Any 1 × 1)

3.2.7
- In highly structured work situations
- In situations where the tasks need to be done urgently

(Any 1 × 1)

3.2.8
- For long term project
- When employees have pride in their work and the drive to do it successfully on their own (Any 1 × 1)

(8 × 1) (8)

3.3
- Some leaders are more lenient in enforcing decisions and organisational policies than others.✓
- A failure to enforce strict discipline may result in targets not met and unfished projects.✓ (2 × 1) (2)

[20]

QUESTION 4

4.1 4.1.1
- They give as little of themselves to the job as possible.✓
- They have no enthusiasm and little job satisfaction.✓
- They expect to get the most of their self-actualisation and fulfilment off the job.✓

4.1.2
- Employees who throw themselves into their work completely.✓
- They expect satisfaction from their job.✓
- They live to work, not work to live.✓

(2 × 3) (6)

4.2
- Implement a reward system at work
- Encourage team building sessions
- Implement career management training
- Let employees do a SWOT analysis
- Rotate the working shifts (5)

4.3
- Must be clear and comprehensible
- Must be familiar and accessible to everybody
- Should be measurable to determine its effectiveness
- Deviations must be identifiable
- Analysis of execution must indicate degree of deviation
- Evaluation of measurements must indicate success or failure
- Should incorporate rectifying deviations
- Must be effective on every level
- Must be practical and adaptable
- Must be executable
- Must be flexible (Any 9 ×1) (9)

[20]

QUESTION 5

5.1
- Its purpose is to define how activities such as task allocation,✓
- coordination✓
- and supervision✓
- are directed towards the achievement of organisational aims.✓ (4)

5.2
- A want or need is a desire✓
- an urge or a craving for certain things✓ (products or services)
- that must be fulfilled or satisfied✓
- in order for human existence to be ensured.✓ (4)

5.3 Management (1 × 2) (2)

5.4 5.4.1 The ability of economic goods and services✓ to satisfy human needs and wants.✓

5.4.2 Certificates issued by a company to individual organisations for monies lent to the company.✓✓

5.4.3 The ability to put oneself in another person's shoes✓ and see things from his/her point of view.✓

5.4.4 The action whereby the goods and services are created✓ to satisfy human needs.✓

5.4.5 The total number of a specific item✓ that is purchased at a specific time at a given price within a specific period of time.✓

(5 × 2) (10)

[20]

TOTAL: 100

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