higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N960**(E)**(N19)H

NATIONAL CERTIFICATE

LABOUR RELATIONS N6

(4110486)

19 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 5 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
LABOUR RELATIONS N6
TIME: 3 HOURS
MARKS: 200

NOTE: If you answer more than the required number of questions, only the required number will be marked. Clearly cross out ALL work you do NOT want to be marked.

INSTRUCTIONS AND INFORMATION

1. Read ALL the questions carefully.

2. This question paper consists of TWO sections:

SECTION A:	40 marks
SECTION B:	160 marks
GRAND TOTAL:	200 marks

3. SECTION A is COMPULSORY.

4. Answer any FOUR of the five questions in SECTION B.

5. Number the answers according to the numbering system used in this question paper.

6. Start each question on a NEW page.

7. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Give ONE term for each of the following descriptions by choosing a term from the list below. Write only the term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

industrial court; negotiator; dispute; conflict; technology; arbitrator; integrative bargaining; distributive bargaining; conciliation; centralised

1.1.1 The bargaining style in a win-lose situation

1.1.2 A breakdown between two parties

1.1.3 The systematic application of scientifically advanced machinery

1.1.4 The type of bargaining style where both parties have the same preference

1.1.5 Collective bargaining which is formal

1.1.6 A disagreement which has become so serious that no common ground can be found

1.1.7 A continuation of the negotiation process

1.1.8 Handling a sensitive process with empathy

1.1.9 Evaluates the evidence of the parties to a dispute and makes a decision that may include awarding an amount of money

1.1.10 The court which was replaced by the Labour Court

(10 × 2) (20)

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1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 There has to be a disciplinary interview before a hearing can take place.

1.2.2 Conciliation entails the continuation of negotiation between the parties.

1.2.3 According to the Basic Conditions of Employment Act, employees have nine days family responsibility leave.

1.2.4 Civil sanctions may be imposed on people involved in a protected strike.

1.2.5 The matter of interest causing a strike could be wages.

1.2.6 Employees may be dismissed at the end of a protected strike.

1.2.7 A recognition strike will show-off strength.

1.2.8 *Picketing* is a non-violent method of protest.

1.2.9 Strikes are not allowed in South Africa.

1.2.10 Communication must take place during a grievance procedure.

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Define each of the following terms:

2.1.1 Conflict

2.1.2 Collective bargaining

2.1.3 Technological development

2.1.4 Bargaining council

2.1.5 Dispute

(5 × 2) (10)

2.2 2.2.1 Discuss the SIX causes of conflict in the workplace. (6 × 2) (12)

2.2.2 Name FOUR types of bargaining. (4 × 2) (8)

2.2.3 What are the functions and powers of a bargaining council? (5 × 2) (10)
[40]

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QUESTION 3

3.1		Give FIVE examples of dispute of right.	(5 × 2)	(10)
3.2		Mention FOUR advantages of go-slow.	(4 × 2)	(8)
3.3		In 2017 all employees of the Department of Education went on strike. Provide reasons for a strike.	(5 × 2)	(10)
3.4	3.4.1	Discuss the consequences of an unprotected strike.	(3 × 2)	
	3.4.2	Discuss the consequences of a protected strike.	(3 × 2)	(12)
				[40]

QUESTION 4

4.1 Give FIVE reasons why communication should take place at work.

4.2 Discuss FIVE aims of a grievance procedure.

4.3 Give FIVE advantages of LIFO as a preferred criterion in retrenchments.

4.4 Provide FIVE reasons why an organisation must have a disciplinary code.

(4 × 10) **[40]**

QUESTION 5

5.1	Give SIX guidelines for a disciplinary hearing.	(12)
5.2	Mention SIX reasons why conflict must be resolved in the workplace.	(12)
5.3	Discuss the FOUR economic elements that form part of the economic forces.	(8)
5.4	Name FOUR external environmental factors of collective bargaining.	(8)
		[40]

QUESTION 6

6.1	Differentiate between *centralised* and *decentralised* bargaining.	(2 × 5)	(10)
6.2	Discuss the SIX functions of the CCMA.	(6 × 2)	(12)
6.3	Name FOUR types of strikes.	(4 × 2)	(8)
6.4	Mention FIVE indicators of grievances.	(5 × 2)	(10)
			[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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