higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

LABOUR RELATIONS N6

(4110486)

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09:00–12:00

This question paper consists of 6 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

INSTRUCTIONS AND INFORMATION

1. This question paper consists of TWO sections.
   SECTION A: 40 marks
   SECTION B: 160 marks
   GRAND TOTAL: 200 marks

2. Read all the questions carefully.

3. SECTION A is COMPULSORY.

4. Answer any FOUR questions in SECTION B.

5. Number the answers correctly 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 Choose ONE term from the list below for each of the following descriptions and write it next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

collective bargaining; dispute; conflict; unprotected strike; discipline; CCMA; retrenchments; strike; appeal; picketing

1.1.1 A condition that exists any time two or more people disagree over an issue.

1.1.2 Takes place between management representative and trade union.

1.1.3 A continuous disagreement between employer, employees and their unions regarding any matter of common interest.

1.1.4 The Commission for Conciliation, Mediation and Arbitration.

1.1.5 An illegal strike which does not comply with the Labour Relations Act.

1.1.6 An action or behaviour by the authority in a social system aimed at stopping a member's behaviour.

1.1.7 The service of an employee is terminated due to market losses.

1.1.8 An employee found guilty after a disciplinary hearing, has a right to do this.

1.1.9 A peaceful method to publicise strikers' actions.

1.1.10 A temporary and collective withholding of labour; the refusal to work could be partial or complete.

(10 × 2) (20)

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

1.2.1 Collective bargaining is formal in decentralised bargaining.

1.2.2 A legal strike must comply with the Labour Relations Act.

1.2.3 The employer may temporarily withhold work from the employee.

1.2.4 The slowing down of production without actually stopping the operation of the company is called a go-slow.

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1.2.5 A strike occurs in two sections at a given time and then moves on to another section.

1.2.6 A disciplinary notice of a hearing must be in writing.

1.2.7 Upward communication represents the employer at the workplace.

1.2.8 Decentralised bargaining takes place at centralised level.

1.2.9 Values refer to the goals that participants, such as the employer and employees' trade unions, want to achieve.

1.2.10 Conflict occurs when an employee shows the desire to distance himself from work.

(10 × 2) (20)

TOTAL SECTION A: 40

SECTION B

Answer any FOUR questions in this section.

QUESTION 2

2.1 Conflict often occurs in businesses in the public sector.

Give reasons why conflict must be resolved in the workplace. (5 × 2) (10)

2.2 Discuss possible causes of conflict in the workplace. (4 × 2) (8)

2.3 Briefly distinguish between personnel conflict and conflict at the workplace. (2 × 2) (4)

2.4 Explain the role of an arbitrator. (5 × 2) (10)

2.5 Discuss FOUR qualities of a grievance. (4 × 2) (8)

[40]

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QUESTION 3



Dag Heward Mills, an administrator employed at Department of Loyalty, was late five times in the past week. His supervisor called him in the first time and, without asking any questions, simply informed him that he had trespassed the code of conduct. The supervisor then issued a written warning.

3.1 List any seven principles of a disciplinary interview. (7 × 2) (14)

3.2 Suppose that a disciplinary notice should be served on Dag Heward Mills. Which requirements must such a document meet? (8 × 2) (16)

3.3 Discuss the aims of a disciplinary procedure. (5 × 2) (10)
[40]

QUESTION 4

4.1 Capricorn TVET College employees are on strike. They demand a 20% increase in their wages.

Give FIVE characteristics of an unprotected strike. (5 × 2) (10)

4.2 Discuss the requirements for a dispute resolution. (4)

4.3 List the steps in a disciplinary hearing. (13 × 2) (26)
[40]

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QUESTION 5

5.1 Discuss the reasons why communication through employee representation at plant level is important. (6 × 2) (12)

5.2 Mention FIVE advantages of a grievance procedure. (5 × 2) (10)

5.3 Collective bargaining does not take place within a vacuum. Various environmental factors influence this process. Give FIVE factors. (5 × 2) (10)

5.4 Provide examples of legal disputes. (8)
[40]

QUESTION 6

6.1 Define the following terms:

6.1.1 Mediation

6.1.2 Dispute

6.1.3 Centralised bargaining

6.1.4 Decentralised bargaining

6.1.5 Conflict

6.1.6 CCMA

6.1.7 Grievance

6.1.8 Redundancy

6.1.9 Lay-off

6.1.10 Discipline

(10 × 2) (20)

6.2 Briefly discuss what is meant by a disciplinary code. (5 × 2) (10)

6.3 Give FIVE types of collective bargaining. (5 × 2) (10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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