higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

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This marking guideline consists of 5 pages.

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QUESTION 1: ACCIDENT PREVENTION

1.1
- Running around in the workplace
- Horseplay in the work area
- Working with wax or oily materials in the workplace
- Wearing unsuitable shoes in the workshop
- Using unsafe ladders and stairs
- Leaning back on the legs of a chair
- Loose objects like pipes, screws, nails and pencils on the floor
- Ignoring workplace instructions (Any 6 × 1) (6)

1.2
1.2.1 True
1.2.2 True
1.2.3 True
1.2.4 True
1.2.5 True
1.2.6 False
1.2.7 False
1.2.8 False
1.2.9 False
1.2.10 False

(10 × 1) (10)

1.3
- Gently remove rings and tight items from the burned area before the swelling starts.
- Check the signs for circulation to determine whether CPR can be performed or not.
- Protect the burned person from further harm as far as possible.
- Cover the area of the burn with a cool, moist clean cloth or bandage.
- Ensure that there is proper ventilation around the burned area.
- Keep on reassuring the person that all is well. (Any 4 × 1) (4)

[20]

QUESTION 2: EMPLOYMENT BENEFITS

2.1
2.1.1 Death benefits.
Money paid to the dependants of the deceased✓ in the form of a lump sum.✓

2.1.2 Disability benefits
Money paid to the member who is permanently disabled,✓ and is paid out in the form of lump sum.✓

2.1.3 Early retirement benefits
Money paid to the member who terminates his/her service of employment✓due to ill-health or injuries preventing him/her from continuing to offer the same service.✓

(3 × 2) (6)

2.2 Discovery Health
Momentum Health
FEDHEALTH
Bonitas
MEDSHIELD
MEDPOL
GEMS (Any 4 × 1) (4)

2.3
- Unemployment benefits
- Illness benefits
- Maternity benefits
- Adoption benefits
- Dependent benefits (5 × 1) (5)

[15]

QUESTION 3: ORGANISATIONAL STRUCTURE

3.1 It is a hierarchy✓ and shows different degrees of authority and those on the same line of authority.✓

It is organised into departments✓ and shows each department with its own function.✓

It shows the chain of command✓ which is how power and authority is passed down from the top and along the span of control.✓
(3 × 2) (6)

3.2
- Delegated authority is more advanced.
- All the planning is done by different departments.
- Communication is formal.
- There is manageable continual interaction at all times.
- Working hours are well controlled and workers receive a good salary.
- Workers are highly productive. (Any 5 × 1) (5)

3.3
- Functional decentralisation
- Federal decentralisation
- Regional decentralisation
- Decentralisation by project (4 × 1) (4)

3.4
- Formal communication
- Informal communication (2 × 1) (2)

3.5
- Departmental meetings
- Team-briefing sessions
- Memos sent to staff (3 × 1) (3)

[20]

QUESTION 4: SPENDING OF WAGES

4.1
4.1.1 guarantee
4.1.2 an agreement
4.1.3 manufacturer
4.1.4 replace
4.1.5 after

(5 × 1) (5)

4.2
- They offer a larger variety of products.
- You can find cheaper products as they always have promotions and specials on items.
- There is large parking space for everyone.
- Products have a short shelf life as they are always bought.
- They are open for longer hours. (Any 4 × 1) (4)

4.3
- Clothing
- Household expenses
- Food and provisions
- Transportation
- Education
- Health services
- Personal services
- Savings (Any 6 × 1) (6)

[15]

QUESTION 5: INTERPERSONAL RELATIONSHIPS

5.1
- Glue sniffing
- LSD and mescaline
- Dagga
- Nyaope
- Cocaine
- Heroin
- Alcohol
- Morphine
- Opium (Any 7 × 1) (7)

5.2
- You demonstrate loyalty to team members when praising them in front of others.
- You really show what the organisation stands for.
- You are giving them a sense of belonging.
- Production will increase because the workers will be motivated.
- The management team will feel good about themselves. (Any 3 × 1) (3)

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5.3
- Train people in conflict management.
- Set policies in place that deal clearly with conflict.
- Office gossiping should not be tolerated at all.
- When a situation begins to deteriorate, people should start talking about it there and then.
- Try to resolve differences and challenges as they arise.
- Exercise teamwork at all times.
- Try to improve working conditions regularly.
- Ensure that communication becomes effective at all times.
- Accept that certain issues are unavoidable. (Any 5 × 1) (5)

[15]

QUESTION 6: INDUSTRIAL LABOUR RELATIONS

6.1
- Poor working conditions
- Unqualified and poorly trained supervisors
- Unfair treatment
- Lack of facilities
- Lack of equipment
- Tight production standards (Any 5 × 1) (5)

6.2
- To endeavour to ensure security of employment.
- To improve the working environment through efforts to improve safety.
- To participate in management decisions.
- To bring worker grievances to the attention of management.
- To monitor wage and service conditions agreements.
- To serve on statutory bodies.
- To organise strike actions. (Any 6 × 1) (6)

6.3
6.3.1 A
6.3.2 B
6.3.3 C
6.3.4 D

(4 × 1) (4)

[15]

TOTAL: 100

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