higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

31 MARCH 2020

This marking guideline consists of 5 pages.

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QUESTION 1

1.1 On retirement one third of the total benefit is paid in lump sum✓ and the rest is paid out in the form of a pension for the rest of the member's life.✓

1.2 A lump sum paid on retirement

1.3 A medical aid scheme pays a member's health needs such as nursing, surgery, dental work and hospital accommodation.✓ It is a type of insurance scheme✓

1.4 Money paid to worker or employee after a serious work-related injury✓ owing to negligence employer's negligence✓

1.5 Money paid monthly to unemployed person for a period not exceeding 34 months✓ as a short-term relief✓

1.6 Paid to someone✓ after performing specific function for a specific period of time✓

1.7 Any form of written agreement between the employer and the employee✓ about services to be rendered for a specific period of time✓

1.8 Specific amount of time an employee is required to work✓ in order to produce expected results and receive payment as agreed upon in contract✓

1.9 Specific period of time away from work, normally taken by female employees, before and after the birth of a child✓

1.10 Specific period of time normally taken by male employees✓ after the birth of a child✓

(10 × 2) **[20]**

QUESTION 2

2.1 Withdrawal benefits✓

- Paid to workers leaving work either through dismissal or resignation before retirement age
- When resigning and withdrawing from pension only worker's own contributions plus interest paid out

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Retrenchment benefits✓
- Not allowed by all funds
- Usually own and employer's contributions as well as full interest paid
- Benefit depends on duration of membership and final wages of the worker

(Any TWO)

Retirement benefits✓
- Depends on duration of membership and final wages before retirement
- Different ways of calculating retirement benefits according to rules of each fund

(Any TWO)

Insured benefits✓
- Paid to member or next of kin should member become disabled✓ and cannot work or member dies while still employed✓

(ONE mark for benefit + TWO marks for relevant explanation) (4 + 8) (12)

2.2
- Fees increase every year.
- Dependants in rural areas do not always have access to private health care facilities.
- Sometimes the scheme pays only a percentage of the cost depending on the rules.
- Some schemes set limits for benefits which may be depleted and then the member will have to pay cash.
- Some medical costs are completely excluded from medical aid schemes.

(5 × 2) (10)

2.3

ADVANTAGES	DISADVANTAGES
1. Decisions are made by managers who are closer to the action	1. Less central control
2. Managers feel trusted and get more job satisfaction due to delegation	2. More delegation
3. Decisions can be made quickly	3. Decisions taken lower down in the organisation
4. The business can adapt to change quickly	4. Authority given to departments/regions

(4 + 4) (8)

[30]

QUESTION 3

3.1 3.1.1
- Money can be accessed by giving the bank notice
- Interest rates are not impressive, sometimes as low as just over 2%
- A minimum amount may be required to open a call account

3.1.2
- Access to funds only after a specified notice period has lapsed
- Range of notice periods differs – 21 days, 32 days, even 61 days or longer
- The longer the notice period usually the higher the interest rate

3.1.3
- Term specified in advance: anything from one month to five years
- Traditional fixed deposit offers fixed interest rate over the agreed term
- Linked deposits with guaranteed minimum interest rate

(3 × 3) (9)

3.2
- Recording actual performance against time schedules
- Checking progress of work
- Finding deviations and solving them
- Reporting to top management anything not solved (Any 3 × 1) (3)

3.
- Collective bargaining
- Role of management, unions and government
- Trade union and labour legislation (3)

3.4 3.4.1 Aims to preserve capitalist economy✓ and maintain competitive production-based industrial relations✓

3.4.2 Built around employee-employer cooperation✓ protecting workers' interest by participating in collective bargaining with the employer✓

3.4.3 Aspires to elevate the moral intellectual and social life of workers.✓ Concentrates on health, education, insurance and benefits✓

3.4.4 Gains power resorting to political action✓ to protect workers' interest✓

(4 × 2) (8)

3.5
- Verbal communication
- Face-to-face communication
- Written communication
- Electronic communication
- Visual communication
- Audio communication
- Texting communication
- Noticeboard communication
- Group meeting communication (Any relevant 7 × 1) (7)

[30]

QUESTION 4

4.1 H
4.2 F
4.3 J
4.4 A
4.5 D
4.6 B
4.7 E
4.8 G
4.9 C
4.10 L

(10 × 1) **[10]**

QUESTION 5

- Unsafe practice
- Bulletin boards and safety signs
- Protective equipment and clothing
- Floors
- Stairs, walkways and passages
- Lighting
- Material store
- Machines
- Buildings
- Workers' facilities
- Tools
- Electrical
- Pressure system
- Gases, fumes, noises and dust
- Handling equipment
- Walls (Any 10 × 1) **[10]**

TOTAL: 100

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