higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

24 JULY 2018

This marking guideline consists of 6 pages.

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QUESTION 1: ACCIDENT PREVENTION

1.1
- Failure to wear rubber gloves while working on electric wiring
- Failure to identify unsafe conditions
- Working too close to power circuits
- Irresponsible behaviour around power circuits
- Working with equipment with frayed electrical wires
- Operating electrical equipment outside while it is raining
- Operating machinery without proper training
- Ignoring workplace instructions (Any 7 × 1) (7)

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
- Do not break any visible blisters.
- Do not remove burned clothing stuck to the skin.
- Do not immerse large severe burns in cold water.
- Do not try to administer CPR if the person is severely burned.
- Do not apply any ointment if the person is severely burned.
- Do not remove all tight items if the person is severely burned. (Any 4 × 1) (4)

[21]

QUESTION 2: EMPLOYMENT BENEFITS

2.1 2.1.1 When a member terminates his/her services before the retirement age,✓ his/her membership also ceases. He/She would have the right to claim his/her contribution.✓

2.1.2 Only long-service employees qualify.✓ Such members will receive in addition to the lump sum payment on retirement an ex gratia benefit paid monthly for the lifetime of the member.✓

2.1.3 The money claimed after retrenchment processes.✓ The money will be paid according to the member's contribution unless there is an outstanding agreement between the worker and the employer.✓
(3 × 2) (6)

2.2
- Surgical services by doctors and specialists
- Hospitalisation
- Additional operating theatre charges
- Nursing services
- Transportation between hospitals
- Medication
- Dental services (Any 5 × 1) (5)

2.3 2.3.1
- Assist people who have lost their jobs
- Assist people who are temporarily unemployed due to illness
- Assist people who are pregnant and will not be going to work for some time
- Assist people who are in a process of adopting a child under the age of two years (Any ONE) (1)

2.3.2 Their money is deducted from their monthly or weekly salaries and paid into the Unemployment Insurance Fund. (1)

2.3.3 (a) six (1)

(b) eight (1)
[15]

QUESTION 3: ORGANISATIONAL STRUCTURE

3.1
- Assist and give direction to clients visiting the department.
- Take all calls directed to the department.
- Attend departmental meetings (when requested) to take minutes.
- Interact professionally with clients visiting the department.
- Fax, scan, copy all documents as requested.
- Update the departmental diary on a regular basis. (Any 5 × 1) (5)

3.2
- The owner concentrates on management and delegates some responsibilities to the supervisor.
- All planning is done by the owner with few inputs from other team members.
- Communication is between informal and formal at times.
- There is continual interaction between team members.
- Working hours are long and workers receive a good salary.
- Workers are highly productive and motivated. (Any 5 × 1) (5)

3.3
- Human resources division
- Academic affairs division
- Marketing division
- Finance division
- Production division (5)

3.4 3.4.1 Established and agreed procedures to be followed in an organisation for passing information from one person to the other

3.4.2 Unrecognised and unofficial channels used to pass information from one person to the other in an organisation

(2 × 1) (2)

3.5
- Advertising materials
- Telephone calls to suppliers
- Letters to customers (3)

[20]

QUESTION 4: SPENDING OF WAGES

4.1 4.1.1 warranty
4.1.2 beyond
4.1.3 guarantee
4.1.4 pay
4.1.5 warranty

(5 × 1) (5)

4.2
- The place is always full and very busy at all times.
- Some items might not be available because they do not stay long on the shelves due to promotions and discounts.
- The queues are very long at times.
- The service from staff is more impersonal than in local shops. (Any 3 × 1) (3)

4.3
- You get the freedom of knowing that all debts are covered.
- You enjoy the highest standard of living possible.
- You can spend hard-earned money wisely.
- You will slowly realise that you were very wasteful before.
- It gives you a platform for starting to grow your own savings. (Any 3 × 1) (3)

4.4
- Flexi savings accounts
- Call accounts
- Spiral accounts
- Notice deposits
- Fixed deposits (Any 4 × 1) (4)

[15]

QUESTION 5: INTERPERSONAL RELATIONSHIPS

5.1
- Christians
- Muslims
- Hindus
- Zionists
- Apostolics
- Prophets
- Sabbaths
- Pentecostals
- Shembes (Any 7 × 1) (7)

5.2
- Public criticism creates distance and builds isolation.
- Employees will resent and resist you when criticised in public.
- Shaming an individual in public will only create ill-feeling.
- Workers may lose their temper at times. (Any 3 × 1) (3)

5.3
- Planning
- Leading
- Nurturing
- Organising
- Controlling (5)

[15]

QUESTION 6: INDUSTRIAL LABOUR RELATIONS

6.1 Physical prevention by an employer✓ of employees from entering the work premises✓ (2)

6.2
- Sick leave
- Maternity leave
- Paternity leave
- Annual leave
- Family responsibility leave
- Study leave (Any 5 × 1) (5)

6.3
- Providing for the control of labour brokers and registrations
- Prevention and settlement of disputes between employers and employees
- Registration and regulation of trade unions and employer organisations
- Establishment of a labour appeals court
- Establishment of an industrial court (Any 3 × 1) (3)

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6.4	6.4.1	A		
	6.4.2	B		
	6.4.3	C		
	6.4.4	D	(4 × 1)	(4)
				[14]

TOTAL: 100

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