higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

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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
INDUSTRIAL ORIENTATION N1
TIME: 3 HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Rule off across the page on completion of each subsection.
5. Write neatly and legibly.

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QUESTION 1: ACCIDENT PREVENTION

1.1 List SEVEN causes of electric shock in workshops. (7)

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 Poisoning is an example of nonwork-related accidents.

1.2.2 Not wearing proper shoes in a workshop can be very dangerous.

1.2.3 Blisters are typical symptoms of second-degree burns.

1.2.4 Good and proper ventilation can reduce the number of accidents in the workplace.

1.2.5 Good and proper lighting can reduce the number of accidents in the workplace.

1.2.6 Fire extinguishers should be kept safe in a storeroom to prevent workers from stealing it.

1.2.7 Ear muffs will ensure that eyes are protected at all times while working in a workshop.

1.2.8 Working on machines with faulty safety devices is a typical example of good house-keeping.

1.2.9 Third-degree burns involve only the outer layer of the skin.

1.2.10 A wet, slippery, dirty, oily or uneven floor surface is a typical example of an unsafe act.

(10 × 1) (10)

1.3 List FOUR things one should NOT do when treating a person with major burns while waiting for emergency medical help to arrive on the scene of the accident. (4)

[21]

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QUESTION 2: EMPLOYMENT BENEFITS

2.1 Briefly describe each the following terms as used within pension and provident fund schemes:

2.1.1 Withdrawal benefit

2.1.2 Ex gratia benefit

2.1.3 Retrenchment benefit

(3 × 2) (6)

2.2 List FIVE benefits available to a medical aid scheme contributor. (5)

2.3 Answer the following questions on the Unemployment Insurance Fund (UIF):

2.3.1 What is the main purpose of the Unemployment Insurance Fund? (1)

2.3.2 How do workers contribute to the Unemployment Insurance Fund? (1)

2.3.3 Complete the following statements:

(a) Workers should apply for this benefit within … months of unemployment. (1)

(b) The Unemployment Insurance Fund (UIF) is paid to the claimant for a period of … months. (1)

[15]

QUESTION 3: ORGANISATIONAL STRUCTURE

3.1 State FIVE job descriptions you would give to a newly appointed receptionist in your department. (5)

3.2 Name FIVE characteristics of a medium company. (5)

3.3 Give FIVE examples of functional decentralisation. (5)

3.4 Explain each of the following types of communication:

3.4.1 Formal communication

3.4.2 Informal communication

(2 × 1) (2)

3.5 Give THREE examples of external communication in an organisation. (3)

[20]

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QUESTION 4: SPENDING OF WAGES

4.1 Complete the following paragraph on warranties and guarantees by choosing the correct word from those given in brackets. Write only the correct word next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

A (4.1.1 warranty/guarantee) is like an insurance policy as it covers the product (4.1.2 beyond/during) the tested and original manufacturer's (4.1.3 guarantee/warranty) period. This means that you should not have to (4.1.4 pay/wait) for repairs if the item breaks or becomes faulty within the period covered by the (4.1.5 warranty/guarantee). (5 × 1) (5)

4.2 Give THREE disadvantages of buying at large supermarkets. (3)

4.3 Give THREE advantages of budgeting. (3)

4.4 Name FOUR types of savings accounts. (4)
[15]

QUESTION 5: INTERPERSONAL RELATIONSHIPS

5.1 List SEVEN religions practiced in South Africa. (7)

5.2 Supervisors play a very important role in managing and motivating workers at all times.

Name THREE drawbacks of a supervisor criticising workers in public. (3)

5.3 You have been appointed as a general manager at RV Consulting Engineers.

State FIVE key managerial functions you will perform. (5)
[15]

QUESTION 6: INDUSTRIAL LABOUR RELATIONS

6.1 Define *lockout* as used within labour relations. (2)

6.2 The Basic Conditions of Employment Act states that workers are allowed to take leave days.

List FIVE types of leave days that workers are allowed to take. (5)

6.3 Name THREE objectives of the Labour Relations Act. (3)

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6.4 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (6.4.1–6.4.4) in the ANSWER BOOK.

6.4.1 A trade union is an …

A association of employees designed to improve working conditions.
B act of gathering together to raise issues with management.
C association whereby all members agrees with management.
D association at work to punish workers who are found guilty.

6.4.2 The government of South Africa has declared 1 May a public holiday following pressure from trade unions.

This day is now called … day

A Labour Relations
B Workers'
C Freedom
D Trade Unions'

6.4.3 Which ONE of the following services is NOT offered by trade unions:

A Legal assistance
B Welfare benefits
C Physiological needs
D Education and training

6.4.4 The meaning of NUMSA:

A National Union of Members of South Africa
B National Union of Materialworkers of South Africa
C National Union of Mineworkers of South Africa
D National Union of Metalworkers of South Africa

(4 × 1) (4)
[14]

TOTAL: 100

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