higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

26 July 2021

This marking guideline consists of 7 pages.

Copyright reserved

INSTRUCTIONS TO MARKERS

1. Mark all the questions.

2. Follow the answers according to the numbering system used in this question paper.

3. Use only a red pen.

4. Make your ticks and crosses neatly and legibly.

Copyright reserved

QUESTION 1

1.1
- Running around unnecessarily.
- Loose objects like pipes and pencils on the floor.
- Ice, wax, oil or other slippery materials on the floor.
- Small obstacles like waste baskets and open drawers.
- Heels catching the edges of carpets in lifts and elsewhere.
- Unsuitable shoes.
- Negligent horse-play.
- Leaning back on the rear legs of a chair.
- Unsafe ladders and stairs. (Any 8 × 1) (8)

1.2
- Minor burns
- Major burns (2)

1.3 1.3.1 A medical scheme helps members pay for their health needs,✓ such as nursing, surgery, dental work and hospital accommodation.✓ It is a type of insurance scheme.✓

1.3.2 A compulsory contribution✓ to state revenue,✓ levied by the government on workers.✓

1.3.3 A fund from which pensions are paid,✓ and it is accumulated from contributions✓ from employees or employers.✓

1.3.4 Competition is the act of competing✓ or an effort by two or more independent parties✓ to achieve a desired result.✓

1.3.5 A close association✓ between individuals✓ who share common interests and goals.✓

(5 × 3) (15)
[25]

QUESTION 2

2.1 Withdrawal benefits✓

- Withdrawal benefits are paid to workers who leave work, either through dismissal or resignation, before they are due to retire.✓
- Usually if a worker resigns and withdraws from a pension fund, only the worker's own contributions to the fund are paid out, plus a very small amount of interest on those contributions.✓

Retrenchment benefits✓

- Not all funds allow retrenchment benefits.✓
- If there is a retrenchment benefit scheme, then the worker will usually get his or her own contributions and the employer's contributions as well as full interest.✓

Retirement benefits✓

- The benefit on retirement depends on how long the worker was a member of a fund and the final wages of the worker before the worker went on retirement.✓
- Different funds have different ways of calculating retirement benefits. The rules of each fund set this out.✓

Insured benefits✓

- Insured benefits mean that benefits are paid to the member or the member's spouse and dependants if the member becomes disabled✓ and cannot carry on working, or if the member dies while still employed.✓

(4 × 3) (12)

2.2

- It is expensive and fees are always increasing.
- If an employee has dependants in a rural area, it does not help to have medical aid because there are no private healthcare facilities.
- There are often many hidden costs in the schemes, and the scheme might only pay a small percentage of the costs and the employee has to pay the rest.
- Some medical costs are completely excluded from medical aid schemes.
- Some schemes set limits for benefits. (5)

2.3

Advantages of decentralised structures	**Disadvantages of decentralised structures**
Decisions are made by managers who are 'closer to the action'✓	Less central control✓
Managers feel more trusted and get more job satisfaction due to delegation✓	More delegation✓
Decisions can be made much more quickly✓	Decisions taken 'lower down' in the organisation✓
The business can adapt to change much more quickly✓	Authority is given to departments/ regions✓

(4 × 2) (8)

[25]

QUESTION 3

3.1 Call accounts✓

- You can access your money readily by giving the bank notice (usually the bank will require 24 hours' notice).✓
- Interest rates are not impressive, sometimes as low as just over 2%, and they track the fluctuations in the prime interest rate. Most banks offer some kind of call account.✓
- A minimum amount may be required to open a call account.✓

Notice deposits✓

- Notice deposits are investments made for indefinite periods, but you cannot get access to your funds until a specified 'notice period' has been served.✓
- The range of notice periods available is enormous: some banks have a 21-day period and a 32-day period is common, but other products have a 61-day period or even longer.✓
- Usually, the longer the notice period, the higher the interest rate offered (interest rates tend to be a bit more favourable than for call accounts).✓

Fixed deposits✓

- Fixed deposits tie up the investor's money for a term specified in advance. This term may be anything from one month to five years.✓
- The traditional fixed deposit offered a fixed interest rate over the agreed term, which gave the investor certainty about what he or she would earn.✓
- Today, many banks offer 'linked deposits'. There is a guaranteed minimum interest rate, but if interest rates increase during the term, so does the interest paid to the investor.✓ (3 × 4) (12)

3.2

- Higher productivity
- High morale of workers
- Satisfying working conditions
- Improved human relations
- Higher profits
- High stability (Any 5 × 1) (5)

3.3
- Reformist unions✓
  Reformist unions aim at preservation of the capitalist economy and the maintenance of competitive production based within the industrial relations.✓
- Business unions✓
  This type of union is built around congenial employee-employer cooperation. Business unions primarily protect the workers' interests by participating in collective bargaining with the employer.✓
- Friendly or uplift unions✓
  These unions aspire to elevate the moral, intellectual and social life of workers. These unions concentrate on health, education, insurance and benefits.✓
- Political unions✓
  The unions gain power through political action. These unions resort to political action to protect the workers' interests.✓ (8)

[25]

QUESTION 4

4.1 Platonic
4.2 Relationship
4.3 Professional
4.4 Absenteeism
4.5 Industrial accident
4.6 Unsafe acts
4.7 Delegation
4.8 Guarantee
4.9 Endowment policy
4.10 Grievance

(10 × 1) **[10]**

QUESTION 5

5.1
- Unsafe practice
- Bulletin boards and safety signs
- Protective equipment and clothing
- Floors
- Stairs, walkways and passages
- Lighting
- Material store
- Machines
- Buildings
- Workers' facilities
- Tools
- Electricity
- Pressure system
- Gases, fumes, noises and dust
- Material-handling equipment
- Walls (Any 10 × 1) (10)

5.2
- Safety boots/shoes
- Safety goggles
- Work suits/overalls
- Protective gloves
- Hard hats/helmets
- Dust mask/respirators
- Leather apron (Any 5 × 1) (5)

[15]

TOTAL: 100

Copyright reserved