higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

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09:00–12:00

This question paper consists of 4 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. Start each question on a new page.
5. Only use a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1

1.1 Slip and fall accidents can happen anywhere at any given time, and may cause serious injuries.

Name EIGHT typical causes of these accidents. (8)

1.2 Burns can be classified into different categories.

Name these categories. (2)

1.3 Show your understanding by briefly explaining the following terms:

1.3.1 Medical aid schemes

1.3.2 Tax

1.3.3 Pension fund

1.3.4 Competition

1.3.5 Interpersonal relationship

(5 × 3) (15)
[25]

QUESTION 2

2.1 Name and explain FOUR types of benefits that are prominent in a pension fund. (4 × 3) (12)

2.2 Discuss the disadvantages of a medical aid scheme. (5)

2.3 Tabulate the advantages and disadvantages of a decentralised structure. (4 × 2) (8)
[25]

QUESTION 3

3.1 List and discuss THREE types of savings accounts. (3 × 4) (12)

3.2 State FIVE benefits that can be obtained by changing work schedules and assigning fresh ones to workers. (5)

3.3 Name and describe FOUR types of trade unions. (4 × 2) (8)
[25]

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QUESTION 4

Complete the following sentences by choosing a word or words from the list below. Write only the answer next to the question number (4.1–4.10) in the ANSWER BOOK.

grievance; endowment policy; guarantee; delegation; unsafe acts; industrial accident; absenteeism; professional; relationship; platonic; safe acts; sick leave; unprofessional; protest

4.1 A relationship between two individuals without any feelings or sexual desire for each other is called a/an … relationship.

4.2 Individuals related by blood or marriage are said to form a family …

4.3 Individuals working together for the same organisation are said to have a normal … relationship.

4.4 Stressed individuals who tend to regularly miss work will always have their names on the … list.

4.5 A sudden and unforeseen event, attributable to any cause, that happens to a person is called a/an …

4.6 Activities and/or job performance in which employees are involved and which may include unauthorised use or operation of equipment, is called …

4.7 The process of giving a subordinate the responsibility and authority to do a given task is called …

4.8 An agreement from the manufacturer confirming that they will repair or replace an item if something goes wrong within a certain amount of time after you buy it is called a …

4.9 A life insurance contract designed to pay a lump sum after a specific term (on its 'maturity') or on death is called a/an …

4.10 Any form of discontent or any form of dissatisfaction with any aspects of an organisation is called a/an …

(10 × 1) **[10]**

QUESTION 5

5.1 List TEN items that should appear on a housekeeping checklist for a workshop or factory. (10)

5.2 Name any FIVE typical pieces of personal protective equipment. (5)

[15]

TOTAL: 100

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