higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

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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. Write neatly and legibly.

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QUESTION 1

1.1 Choose ONE word or term from the list below for each of the following descriptions. Write only the word or term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

leadership; organisation; group insurance; voetstoots; credere; industrial accident; extinguisher; infection; training; development; supervision; individual insurance; plant housekeeping

1.1.1 A situation that is an unplanned and uncontrolled event, caused by unsafe acts or unsafe conditions and resulting in personal injury or damage to property

1.1.2 A place for everything and everything in its place all the time

1.1.3 A portable fire extinguisher and used only when a fire starts

1.1.4 Germs entering the body through a broken area on the skin

1.1.5 A system with an established structure in which people work and deal with one another in a co-operative manner for the accomplishment of recognised goals

1.1.6 To trust or believe

1.1.7 As it is; The seller does not warrant or guarantee anything

1.1.8 Insurance arranged by companies for all their employees at lower premiums

1.1.9 The effective application of human and material resources to ensure that all employees work towards reaching the objectives of the organisation

1.1.10 The interpersonal process through which a leader directs the activities of individuals or groups to reach the objectives of the organisation by means of effective communication

(10 × 1) (10)

1.2 State and discuss FIVE reasons why people use drugs. (5 × 3) (15)

[25]

QUESTION 2

2.1 State FIVE qualities of a good supervisor. (5)

2.2 Describe FOUR functions of a supervisor. (4 × 2) (8)

2.3 Discuss the TWO principles of human behaviour. (2 × 2) (4)

2.4 Explain the role of the supervisor in counselling. (3)

2.5 State FIVE typical poor housekeeping examples. (5)
[25]

QUESTION 3

3.1 Tabulate the difference between *Industrial Councils* and *Conciliation Boards*. (4 × 2) (8)

3.2 Redraw the table below in you ANSWER BOOK. Complete the following table on personal protective equipment by writing only the answer next to the question number (3.2.1–3.2.14) in the ANSWER BOOK.

HAZARD	PROTECTIVE EQUIPMENT	BODY PART
Eg: Oily surfaces	Safety boots	Feet
Chemical or metal slash	3.2.1 …	3.2.2 …
Flying or falling objects	3.2.3 …	3.2.4 …
Stepping into sharp objects	3.2.5 …	3.2.6 …
3.2.7 …	3.2.8 …	Lungs
3.2.9 …	Ear plugs/muffs	3.2.10 …
3.2.11 …	3.2.12 …	Hands
Flying sparks and radiation	3.2.13 …	3.2.14 …

(14 × 1) (14)

3.3 Name THREE different types of organisational structures that may be found in enterprises. (3)
[25]

QUESTION 4

4.1 State SIX factors that need to be considered in order to stack materials safely. (6)

4.2 Describe the following benefits:

4.2.1 Retirement

4.2.2 Retrenchment

4.2.3 Withdrawal

4.2.4 Insured

(4 × 1) (4)

4.3 Give the meaning of the following abbreviations:

4.3.1 SABS

4.3.2 BCEA

4.3.3 OHSA

4.3.4 NOSA

4.3.5 UIF

(5 × 2) (10)

4.4 For fire extinguishers to work when needed in an emergency situation, they need to be inspected and maintained on a regular basis.

Describe the inspection and maintenance of fire extinguishers. (5 × 1) (5)
[25]

TOTAL: 100

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