higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

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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. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

1.1 State SIX possible results of an accident. (6)

1.2 Explain how a fire can be prevented in a factory. (6)

1.3 Falling objects and electric shocks are some of the typical examples of non-work-related accidents.

Name SEVEN other typical examples of non-work-related accidents. (7)

1.4 Give the full meaning of PPE as used within the safety environment. (1)
[20]

QUESTION 2

2.1 Complete the sentences on Industrial Labour Relations by choosing the correct word/term from those given in brackets. Write the answer next to the question number (2.1.1–2.1.11) in the ANSWER BOOK.

2.1.1 (Wellness/Grievance) can be defined as any discontent or dissatisfaction with any aspects of the organisation.

2.1.2 (Strikes/Unions) are a spontaneous and concerned withdrawal of labour from 2.1.3 (the community/production) in order to demonstrate mass reaction to 2.1.4 (the labour movement/injustice).

2.1.5 (ANC/FOSATU), the forerunner of COSATU was formed in 1979 and was the first trade union federation representing black workers since the early sixties.

2.1.6 (Basic Conditions of Employment Act/Occupational Act) replaced the Shops, Offices and Factories Act that was very active in the early sixties.

2.1.7 (Machinery and Occupational Safety Act/Safety Forum Act) replaced the Factories, Machinery and Building Act.

2.1.8 (NEHAWU/COSATU) was formed in November 1985.

The abbreviated NUM stands for 2.1.9 (National United Members/National Union of Mineworkers).

The government declared 2.1.10 (16 June/1 May), a workers' day, as a public holiday in 2.1.11 (1989/1999) following pressure from the trade unions. (11)

2.2 Name FOUR services that any trade union can offer to their members. (4)
[15]

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QUESTION 3

3.1 Discuss the advantages of short chains of command. (5 × 2) (10)

3.2 State FOUR advantages of effective communication in the workplace. (4)

3.3 Name and explain the principles of budgeting. ⌘ (4 × 4) (16)

3.4 State EIGHT benefits provided by medical schemes. (8)

3.5 State SEVEN basic steps you will follow when withdrawing money from the ATM. (7)

[45]

QUESTION 4

4.1 Name the province where each of the official languages are mostly spoken:

4.1.1 Afrikaans

4.1.2 Ndebele

4.1.3 Northern Sotho

4.1.4 Southern Sotho

4.1.5 Tsonga ⌘

4.1.6 Venda

4.1.7 Xhosa

4.1.8 Zulu

(8 × 1) (8)

4.2 What is the official language used as medium of instruction in almost all workplaces in South Africa? (1)

4.3 State how the candidates should dress, when going for a job interview:

4.3.1 Suzan is going for an interview at a local hospital for a position as receptionist. ⌘ (4)

4.3.2 Thabo is going for an interview at a car sales dealership for a salesman position. (4)

4.4 Name THREE types of relationships. (3)

[20]

TOTAL: 100

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