higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

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This marking guideline consists of 5 pages.

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QUESTION 1: CREATION OF WEALTH

1.1
- National products measure✓ and include the value of goods.✓
- National income shows how national products✓ are divided amongst parties.✓ (2 × 2) (4)

1.2 Cost price is the basis on which the price✓ of a finished product or service is calculated.✓ (2)

1.3
- Date (on which items were purchased)
- Time (at which items were purchased)
- Description of goods purchased
- Total cost of goods
- Total amount paid for goods
- Method of payment
- Name of the store(where goods were purchased)
- Name of the person who dealt with the sale of the goods (Any 6 × 1) (6)

1.4 Automated Teller Machine (1)
[13]

QUESTION 2: FUNDAMENTALS OF ORGANISATIONS

2.1
- Business too large (distance hampers human contact)
- Workers do not see themselves as part of the organisation
- Duplication of functions may occur
- Tendency to specialise
- There are many layers on reporting structures
- Promotion seems unlikely because the pool is bigger (Any 4 × 1) (4)

2.2
- Arriving early and leaving late (after all have left)
- Not abusing company time
- Adhering to company policies
- Not abusing company resources
- Lending a helping hand where there are any backlogs
- Conducting themselves in a professional manner at all times (work)
- Resolving disputes in a fair manner as expected at all times
- Being an ambassador of the company at all times (Any 4 × 1) (4)

2.3
- Method of communication
- Wrong target group
- Technical language
- Wrong context
- Inability of the sender
- Listening skills of both the sender and receiver
- Organisational factors (Any 4 × 1) (4)

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2.4
- It clearly shows reporting lines.
- It clearly shows who is really in charge of which department.
- It provides a snapshot of the hierarchy of the organisation.
- It assists people in understanding what should happen in the organisation.

(Any 3 × 1) (3)

2.5
- It is done by the owner at all times.
- There are no inputs from the workers.
- Whatever he or she has planned remains unopposed and is final.
- Planning is done in the shortest possible way (one individual).
- Planning is always proportional to the available budget at that specific time.
- Planning can change without prior notice. (Any 3 × 1) (3)

2.6
- Work security
- Better employers
- Competitive salaries
- Good government
- Lower tax
- Better opportunities (Any 4 × 1) (4)

[22]

QUESTION 3: BEHAVIOUR AND ATTITUDE

3.1
3.1.1 True
3.1.2 True
3.1.3 True
3.1.4 True
3.1.5 True
3.1.6 False
3.1.7 False
3.1.8 False
3.1.9 False
3.1.10 False

(10 × 1) (10)

3.2
- Being under the influence of drugs or alcohol while at work
- Being armed with a dangerous weapon
- Intimidation and victimisation
- Incitement
- Fighting on company premises
- Violating any safety or security system
- Assault
- Dishonesty or fraud
- Theft (Any 4 × 1) (4)

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3.3
- Workers are in close contact with one another.
- Instructions and other information are passed on quickly.
- Communication is on an informal basis.
- Work can be co-ordinated with ease.
- The results of the workers' efforts are easily recognised.
- Errors are easily detected and immediate corrective action can be taken.

(Any 5 × 1) (5)

3.4
- They expect workers to arrive on time for work.
- They expect workers to be well behaved in the workplace.
- They expect workers to NOT absence themselves from work without unnecessary reasons.
- They expect workers to be honest and loyal to the company.
- They expect workers to act as representatives of the company.
- They expect workers to be productive at all times.
- They expect workers to adhere and respect policies put in place.

(Any 4 × 1) (4)

3.5 It is the way in which one acts or conducts oneself,✓ especially towards others.✓ (2)

[25]

QUESTION 4: ACCIDENT PREVENTION

4.1
4.1.1 Social environment
4.1.2 Human shortcomings
4.1.3 Unsafe actions
4.1.4 Accidents
4.1.5 Injury

NOTE: There is no alternative to this sequence. (5 × 1) (5)

4.2
- To rehabilitate injured workers
- To grant compensation to workers for industrial accidents
- To grant compensation to workers for industrial diseases
- Payment of medical costs incurred
- Prevention of industrial accidents (5 × 1) (5)

4.3
- Too much material in working areas
- Obstruction of gangways
- Tools left on machines and overhead
- Clothes cupboards and washrooms left dirty and untidy
- Damaged and dirty windows
- Dustbins overfull (Any 5 × 1) (5)

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4.4 4.4.1
- Adjusting moving dangerous machinery
- Horseplay
- Ignoring instructions
- Not wearing proper clothing
- Working at unsafe speeds
- Taking unsafe positions while working (Any 5 × 1) (5)

4.4.2
- Lack of or poor ventilation
- Slippery floors
- Overcrowding
- Lack of or poor lighting
- Damaged wall electrical sockets
- Machinery not having proper guards
- Unsafe working methods put in place (Any 5 × 1) (5)

[25]

QUESTION 5: LABOUR RELATIONS

5.1
- Lack of training being given
- Unfair treatment
- Lack of facilities
- Poor working conditions (Any 2 × 1) (2)

5.2 Any natural person who conducts business by recruiting clients✓ who will work for someone in return for a set or agreed fee.✓ They are sometimes called middlemen. (2)

5.3 Congress of South African Trade Unions (1)

[5]

QUESTION 6: INDUSTRIAL ORIENTATION

6.1 Guarantee
6.2 Warranty
6.3 Customer services department
6.4 Distribution manager
6.5 65 years
6.6 Maslow's needs
6.7 Fire extinguishers
6.8 Spats
6.9 Strike
6.10 Lock-out

(10 × 1) **[10]**

TOTAL: 100

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