higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T860**(E)**(M28)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

(4110022)

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This question paper consists of 6 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N2
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

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.1–1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1	Money and tools employees use to make production work easier and effectively	A	Economic Order Quantity model (EOQ)
1.2	How many or how much of an item or material is ordered	B	capital goods
1.3	The point at which to render material	C	labour
1.4	The intellectual and physical effort of man in the production process to acquire income	D	reorder point of stock
1.5	The place where production takes place	E	production
1.6	A way to change material into products (goods and services)	F	plant
1.7	Application of specific techniques to determine the time a qualified worker needs to complete a specific task	G	ergonomics
1.8	Study of the relationship between a person and his surroundings	H	work measurement
1.9	A person who manages business opportunities to make profit	I	budget
1.10	A financial plan of action	J	entrepreneur

(10 × 1) **[10]**

QUESTION 2

2.1 The main budget of an enterprise is a summary of two other budgets.

State these TWO budgets. (2)

2.2 When budgets are compiled, it is important to take employees into consideration.

Explain this statement. (3 × 1) (3)

2.3 Describe TWO elements that are part of the total cost of a product. (2 × 3) (6)

2.4 List FOUR variable costs which are controlled by the supervisor at work. (4)

2.5 List FIVE results of accidents in the workplace. (5)

[20]

QUESTION 3

3.1 State the Personal Protective Equipment that is used to protect the following:

3.1.1 Head

3.1.2 Feet

3.1.3 Hands

3.1.4 Eyes

3.1.5 Body

3.1.6 Lungs

(6 × 1) (6)

3.2 Explain FIVE functions of a trade union in the workplace. (5 × 1) (5)

3.3 Describe what is meant by an *employee-centred supervisor*. (5 × 1) (5)

3.4 Briefly explain when the supervisor should delegate duties and responsibilities in the workplace. (4 × 1) (4)

[20]

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QUESTION 4

4.1 State FIVE warning signs that clearly show that an employee needs counselling. (5 × 1) (5)

4.2 Name FIVE advantages of direct communication. (5)

4.3 Explain what *internal communication* is. (2)

4.4 Give THREE examples of internal communication within an organisation. (3)

4.5 State FIVE factors that can make an employee dissatisfied at work. (5 × 1) (5)

[20]

QUESTION 5

5.1 Name THREE disadvantages that competition has for workmen and the undertaking. (3 × 1) (3)

5.2 To obtain good cooperation many undertakings accept hints and proposals from workers. This causes changes.

Explain FIVE conditions that must be met before effective participation in such changes can be obtained. (5 × 2) (10)

5.3 List SEVEN items that should always be kept in a first-aid box/kit. (7)

[20]

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QUESTION 6

6.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (6.1.1–6.1.10) in the ANSWER BOOK.

6.1.1 An industrial council is made up of an equal number of representatives from the employer and employees respectively.

6.1.2 Each union has its own structure to make provision for its variety of activities.

6.1.3 It is important to remove rings or other tight items from a burn as quickly as possible before the area swells.

6.1.4 A safety programme starts with the analysis of the causes of every reported accident.

6.1.5 Suffocation, drowning and poisoning are typical examples of non-work-related accidents.

6.1.6 It is not a priority to have sufficient lighting and ventilation in any workshop.

6.1.7 Sleeping on duty is not a serious offence.

6.1.8 Mass marketing is the marketing of products to a small group of people.

6.1.9 Maslow's hierarchy of needs is subdivided into six classes.

6.1.10 A supervisor should delegate all jobs, including those that require special technical knowledge.

(10 × 1) **[10]**

TOTAL: 100

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