higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

31 March 2020

This marking guideline consists of 5 pages.

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QUESTION 1

1.1 In and around Gauteng are electricity supply sources,✓ large water supplies,✓ steel industries✓ and the markets of the Witwatersrand.✓ (4)

1.2
- Call accounts✓
  - Your money is 'on call' in these accounts.✓ You can access your money readily, by giving the bank notice (usually the bank will require 24 hours' notice)✓
  - Interest rates are not impressive, sometimes as low as just over 2% and they track the fluctuations in the prime interest rate. Most banks offer some kind of call account.✓
  - There may be a minimum amount required to open a call account.✓

- Notice deposits✓
  - Notice deposits are investments made for indefinite periods, but you can only get access to your funds after you gave notice and a specified 'notice period' has passed.✓
  - The range of notice periods available is enormous: Some banks have a 21-day period, or a 32-day period is common, but other products have a 61-day period or even longer.✓
  - The longer the notice period, usually the higher the interest rate offered. (Interest rates are a bit more favourable than for call accounts.)✓
  - A minimum amount is needed to invest which varies between banks. Most banks offer tiered interest rates – the more you invest or keep in the account the higher the rate.✓

- Fixed deposits✓
  - Fixed deposits keep the investor's money for a term specified in advance: This term may be anything from one month to five years.✓
  - The traditional fixed deposit offers a fixed interest rate over the agreed term, which gives the investor certainty about what he or she would earn.✓
  - More recently many banks offer 'linked deposits': There is a guaranteed minimum interest rate, but if interest rates increase above that during the term, so does the interest paid to the investor.✓
  - Quite reasonable rates of interest can be earned on fixed deposits.✓

(3 × 5) (15)

1.3
- Workers are in doubt about what has to be done.
- Discrepancies may occur.
- Targets may not be reached.
- Projects may go wrong. (4)

1.4 Motivating factors
- Status
- Recognition
- Personal achievement
- Responsibility
- Promotion
- Growth (Any 5 × 1)

Hygiene factors
- Work/life balance
- Job security
- Working conditions
- Quality of supervision
- Company policy and administration
- Salaries (Any 5 × 1)

(5 × 2) (10)

1.5
- Formal communication
- Informal communication (2)

[35]

QUESTION 2

2.1 A company policy is regulations and procedures✓ according to which the company must be managed.✓ (2)

2.2
- Working at unsafe speeds
- Working without precautions
- Using equipment that are not guarded
- Fooling around in the workshop
- Taking chances on unfamiliar machines
- Wearing improper clothing
- Trying to adjust moving machinery
- Taking up unsafe positions while operating cutting machinery
- Leaving equipment unattended while still switched on
- Arranging or placing equipment or objects unsafely (10)

2.3
- Ventilation is not safe or poor ventilation
- No PPE is given to the workers
- Overcrowding in the workshop
- The layout of the workshop not properly done
- Wet and slippery floors
- Poor lighting in the workshop
- Poor housekeeping
- Poor supervision in the workshop
- Machinery inadequately guarded
- Machinery inadequately maintained (10)

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2.4
- Ointment
- Bandages
- Cotton wool
- A pair of scissors
- Pain killer tablets
- Surgical spirits
- Wound dressing (Any 5 × 1) (5)

[27]

QUESTION 3

3.1
- Military or line organisations
- Line-and-staff organisations
- Functional organisations
- Departmental organisations (4)

3.2
- Verbal
- Face-to-face
- Written
- Group meetings
- Notice boards
- Texts (Any 4 × 1) (4)

3.3
- Work security
- Better employers
- Competitive salaries
- Good government
- Lower tax
- Better opportunities (6)

[14]

QUESTION 4

4.1
- Self-actualisation need
- Self-esteem need
- Social need
- Safety need
- Physiological need (Any 3 × 1) (3)

4.2
- Withdrawal (leaving the field)
- Aggression
- Rationalisation (3)

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4.3
- Poor pay
- Lack of job security
- Bad relationship with supervisors and members of the work group
- Working conditions
- Insufficient status (Any 3 × 1) (3)

[9]

QUESTION 5

5.1
5.1.1 True
5.1.2 True
5.1.3 False
5.1.4 True
5.1.5 True
5.1.6 False
5.1.7 True
5.1.8 False
5.1.9 False
5.1.10 False

(10 × 1) (10)

5.2
- Basic Conditions of Employment Act
- Compensation for Occupational Injuries and Diseases Act
- Labour Relations Act
- Skills Development Act
- Unemployment Insurance Fund Act (5)

[15]

TOTAL: 100

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