higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

1 April 2021

This marking guideline consists of 5 pages.

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QUESTION 1

1.1 1.1.1 A type of life insurance contract that provides insurance coverage✓ for the contract holder for his/her entire life.✓

1.1.2 A life insurance contract designed to pay a lump sum✓ after a specific term or at death.✓

1.1.3 Insurance that covers the contract holder✓ until a specified age limit.✓

(3 × 2) (6)

1.2
- Spend less than you earn✓
  Never spend all the money that you earn.✓
- Pay yourself first✓
  The best way to be sure that you have money set aside for a rainy day is to pay yourself.✓
- Needs first, wants later✓
  Make a monthly budget for your needs only. This budget should include the basics such as food, shelter, transportation, healthcare and work-related clothing.✓
- Set financial goals✓
  Set goals for managing your finances.✓ (4 × 2) (8)

1.3 The process of exchanging information✓ or ideas between two or more individuals or groups.✓ (2)

1.4
- Withdraw cash from your account
- Check the balance on your account
- Obtain a financial statement for your account
- Deposit money into your account
- Transfer money from your account to other service providers (1)

[17]

QUESTION 2

2.1
- Small companies
- Medium companies
- Large companies (3)

2.2 2.2.1
- Departmental meetings
- Team briefing sessions
- Memos to staff (3)

2.2.2
- Advertising material
- Telephone calls to suppliers
- Letters to customers (3)

2.3 An organogram (1)

2.4
- Eye injuries
- Cuts
- Broken bones/fractures
- Unconsciousness
- Electric shock
- Burns
- Ear injuries (Any 5 × 1) (5)

[15]

QUESTION 3

3.1
- Communication problems at work
- Poorly trained supervisors
- Lack of recognition
- Lack of participation in decision making
- Lack of resources
- Poor pay
- Lack of job security
- Bad relationship with supervisors (Any 6 × 1) (6)

3.2
- Work that the supervisor must do✓✓
- Work that the supervisor should do,✓ but someone else could help with that✓
- Work that the supervisor can do,✓ but which could be done by someone else if he/she would be given the opportunity✓
- Work that someone else should do,✓ but the supervisor could help with that in an emergency.✓
- Work that must be done by someone else.✓✓ (Any 4 × 2) (8)

3.3 Safety regulations are rules enforced by law✓ to ensure the safety of the workers✓ in the workplace.✓ (3)

3.4
- The city's officials and citizens are unbiased towards business.
- There is a good industrial balance in the city.
- There is a good labour source in the city or nearby.
- There is a good public transport system in the city.
- The city has a good business history (no strikes, demonstrations or riots). (5)

3.5
- When the floors are dirty most of the time and not properly cleaned.
- When the tools are always lying around after being used.
- When rubbish bins are not collected on a regular basis.
- When broken windows are not replaced and fixed.
- When light bulbs are not replaced.
- When work-benches are not properly cleaned after use.
- When equipment in the storeroom are not neatly packed.
- When broken door handles are not replaced and fixed.
- When passages are cluttered and not kept clean.
- When the ventilation pipes are not replaced and fixed.

(Any 8 × 1) (8)
[30]

QUESTION 4

4.1
- Water
- Air
- Sexual satisfaction
- Food
- Shelter
- Sleep
- Relief from pain

(Any 6 × 1) (6)

4.2
- Personal antagonism
- Lack of teamwork
- Poor organisational structures
- Poor working conditions
- Unrealistic work expectations
- Sexism
- Inappropriate behaviour
- Ineffective communication
- Racism
- Personal differences
- Differences of opinions

(Any 8 × 1) (8)

4.3
- 1st degree burns
- 2nd degree burns
- 3rd degree burns

(3)

4.4
4.4.1 A
4.4.2 D
4.4.3 G
4.4.4 B
4.4.5 C
4.4.6 H

(6 × 1) (6)
[23]

QUESTION 5

5.1 True
5.2 True
5.3 True
5.4 True
5.5 True
5.6 False
5.7 False
5.8 True
5.9 False
5.10 False
5.11 False
5.12 False
5.13 False
5.14 False
5.15 False

(15 × 1) **[15]**

TOTAL: 100

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