higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

(4110022)

1 April 2021 (X-paper)
09:00–12:00

This question paper consists of 5 pages.

015Q1A2101

Copyright reserved

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

Copyright reserved

QUESTION 1

1.1 Briefly define the following:

1.1.1 Whole life insurance

1.1.2 Endowment policies

1.1.3 Life insurance

(3 × 2) (6)

1.2 Discuss the principles of budgeting. (4 × 2) (8)

1.3 Define *communication.* (2)

1.4 State ONE service that can be done at the ATM of your choice. (1)

[17]

QUESTION 2

2.1 Name THREE different types of companies. (3)

2.2 Name THREE typical examples under each of the following forms of communication within any company:

2.2.1 Internal communication

2.2.2 External communication

(2 × 3) (6)

2.3 Give another common word that is used for an organisational chart. (1)

2.4 Name FIVE types of common injuries that may happen in the workshop when the correct personal protective clothing is not worn at all times. (5)

[15]

QUESTION 3

3.1 State SIX factors that can demotivate workers. (6)

3.2 Describe a typical delegation chart of a supervisor. (4 × 2) (8)

3.3 Define the term *safety regulations*. (3)

3.4 When can a city be considered to have a good business climate? (5)

3.5 State EIGHT typical situations that indicate poor housekeeping in the workshop. (8)

[30]

Copyright reserved

QUESTION 4

4.1 Name SIX examples of physiological needs as outlined in Maslow's hierarchy of needs. (6)

4.2 Conflict is defined as a perceived difference between two or more individuals or groups that result in opposition.

State EIGHT possible causes of conflict. (8)

4.3 Name THREE types of categories into which burns can be classified. (3)

4.4 Choose a description from COLUMN B that matches a type of burn in COLUMN A. Write only the letter (A–H) next to the question number (4.4.1–4.4.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.4.1	Dry burns	A	burns caused by a burning cigarette, hot iron or stove
4.4.2	Cold burns	B	burns caused by acids that meet the skin
4.4.3	Scalds	C	burns caused by too much exposure from x-rays
4.4.4	Chemical burns	D	burns caused by gases such as liquid oxygen or liquid nitrogen
4.4.5	Radiation burns	E	burns caused by normal fires
4.4.6	Electric burns	F	burns caused by friction
		G	burns caused by steam, hot water or hot oil
		H	burns caused by electric current or lightning

(6 × 1) (6)

[23]

QUESTION 5

Indicate whether the following statements are TRUE or FALSE by write only 'True' or 'False' next to the question number (5.1–5.15) in the ANSWER BOOK.

5.1 COIDA stands for Compensation for Occupational Injuries and Diseases Act.

5.2 The Skills Development Act is one of the acts of Parliament.

5.3 Collective bargaining is a process where the representatives of an organised group of employees and management meet in an attempt to reach an agreement.

5.4 Generally speaking, labour can be seen as the human effort made with the aim of obtaining an income.

5.5 A trade union is an organised association of workers in a trade or profession formed to protect the rights and interests of the workers.

5.6 Labour relations deal with the behaviour of the community towards the workplace.

5.7 Industrialisation is a process whereby more people are employed in any company to increase production.

5.8 CCMA stands for Commission for Conciliation, Mediation and Arbitration.

5.9 There is no need for a trade union to be registered as long as the employer is aware of its existence and can recognise it.

5.10 Negotiation as used within Labour Relations, refers to the process whereby the employer gives clear instructions to the employees about work-related matters.

5.11 The Service Delivery and Salaries Negotiations Act is one of the acts of Parliament in South Africa.

5.12 The Compensation for Occupational Injuries and Diseases Act is the act that deals with processing claims and payment of workers who have received work-related training from the company.

5.13 The Occupational Health and Training Act is the act that deals with processing claims and payment of workers who were injured on duty and or workers who contacted a certain illness caused by the type of work they do, within a specific company.

5.14 COSATU is the second largest trade union after NUMSA.

5.15 The Unemployment Insurance Fund Act is the act that deals with the payment of workers who were injured at work.

(15 × 1) **[15]**

TOTAL: 100

Copyright reserved