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
- Skilled people
- Foreign capital
- Foreign knowledge
- Work for unskilled labourers
- Development of a railway system was stimulated
- Large markets for farming products
- Industries to improve mining equipment
- Clothing industries
- Metal equipment industries expanded
- Food market grew strongly (Any 8 × 1) (8)

1.2 An abundance of valuable possessions or money (2)
[10]

QUESTION 2: FUNDAMENTALS OF ORGANISATION

2.1
- Personnel do not see themselves as part of the company
- Duplication of functions may occur.
- Tendency to specialize
- Business too large – personnel corps too large and distance between them too big
- Tendency to specialise
- There will be too much pressure all the way (Any 4 × 1) (4)

2.2
- In formal organisations the order of rank is laid down on paper✓ and positions are clearly defined with a proper communication network.✓
- In informal organisations groups are formed naturally✓ and there is no proper communication network.✓ (2 × 2) (4)

2.3
- Relevant experience
- Extensive and relevant educational background
- Ability and skill
- Good personal characteristics
- Knowledge and job know-how
- Good communication skills
- Good organisational skills
- Good state of health (Any 5 × 1) (5)

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2.4
- Written communication
- Face-to-face
- Verbal communication
- Notice boards
- Group meetings
- Audio communication (two-way radios)
- Visual communication (Any 4 × 1) (4)

2.5 *Accountability* means the superior✓ may at any time ensure that the supervisor is using his authority to meet his responsibilities✓ and take action accordingly.✓ (3)
[20]

QUESTION 3: ORGANISATIONAL STRUCTURE

3.1 A person who maintains a balance between his/her own expectations✓ and work satisfaction obtained from his/her job.✓ (2)

3.2
- People are basically good or bad
- People are energetic or lazy
- People are responsible or irresponsible
- Give a person an inch and he/she will take a mile
- Treat them like human beings and they will treat you like a human as well

(Any 4 × 1) (4)

3.3
- When they exchange information and ideas
- Give and take constructive criticism
- Always support one another
- Understand each other's problems
- Don't try to blame each other
- Are loyal to the enterprise (Any 5 × 1) (5)

3.4
- Talk to the supervisor
- Obtain suggestions from the employees
- Determine what the workers say when they leave the enterprise
- Question the employees
- Do opinion research
- Use suggestion boxes
- Use a comment logbook (Any 5 × 1) (5)

3.5 3.5.1 The beliefs, customs and arts of a particular society or group✓ of people at a particular time.✓ (2)

3.5.2 A feeling or an opinion about something or someone else✓ or a way of behaving towards a certain action.✓ (2)

3.6
- Achievement
- Recognition
- Responsibilities
- Advancement
- Growth
- Work itself (Any 5 × 1) (5)

[25]

QUESTION 4: ACCIDENT PREVENTION

4.1
4.1.1 True
4.1.2 True
4.1.3 True
4.1.4 True
4.1.5 True
4.1.6 False
4.1.7 False
4.1.8 False
4.1.9 False
4.1.10 False

(10 × 1) (10)

4.2

Causes of chemical burns	Examples
• Acids (1)	• Sulphuric acids • Spirits of salts (Any 1 x 1)
• Alkalis (1)	• Ammonia • Caustic soda (Any 1 x 1)

1 Mark each for causes = (2 × 1) and 1 Mark for each example = (2 × 1) (4)

4.3
- Bleeding of the wound
- Infection it is exposed to (2 × 1) (2)

4.4
- Unsafe acts = 88 %
- Unsafe physical and mechanical conditions = 10 %
- Acts of providence = 2 % (3 × 1) (3)

4.5
- Passages that are clear of tools and materials
- Clean floors where all obstacles are neatly packed away
- Tools packed neatly in tool boxes (Any 1 × 1) (1)

[20]

QUESTION 5: LABOUR RELATIONS

5.1
- Workers and their trade unions
- Employers
- The state (3 × 1) (3)

5.2
- To establish national manpower
- To establish the industrial court
- To establish the labour court
- To establish the appeal labour court
- Registration of trade unions and employers' organisations
- To control labour brokers and registration of labour brokers' policies
- To regulate terms of conditions of employment (Any 6 × 1) (6)

5.3
- It is the communication link between management and the workforce
- To provide an immediate bargaining platform where issues can be raised
- They can be consulted on retrenchment of workers
- They can be consulted on job grading of workers (Any 3 × 1) (3)

5.4
- Provide a safe and healthy environment to workers
- Implement development plans to improve the work environment
- Implement all collective decisions agreed upon during consultations with works councils
- Treat all workers equally and fairly
- Introduce overtime and bonuses to improve the livelihood of workers
- Train and promote workers as expected (Any 3 × 1) (3)

[15]

QUESTION 6: INDUSTRIAL ORIENTATION

6.1 Poor management
6.2 Change in behaviour
6.3 Respirators
6.4 Team building
6.5 Incitement
6.6 Audits
6.7 Natural resources
6.8 Loose objects
6.9 Capital
6.10 CEO

(10 × 1) **[10]**

TOTAL: 100

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