higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T860**(E)**(J26)T

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N2

(41140022)

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09:00–12:00

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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

1.1 Give ONE word or term for each of the following descriptions by choosing a word or term from the list below. Write only the word or term next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

fracture; defence mechanisms; chemical burn; punctured; oxygen; partial productivity; specialisation; scald; unconsciousness; aggression; fires; ventilation; housekeeping; reflector jacket; heat-resistant jacket; drowning; first-aid box; Health and Safety Act

1.1.1 Type of injury causing broken bones

1.1.2 Used to relieve tension and anxiety or to defend oneself against it

1.1.3 Injury caused by caustic substances like acids or alkalis

1.1.4 Deep wound in proportion to its length

1.1.5 Collapsing and being unaware of oneself and one's surroundings for a while

1.1.6 Basic element of fire

1.1.7 Injury caused by moist heat such as steam, boiling water or any other hot substance

1.1.8 Behaviour intending to inflict physical or mental harm

1.1.9 Devoting oneself to work in a particular field or profession

1.1.10 Relation between output and one particular production factor

1.1.11 One of seven categories of accidents

1.1.12 Circulation of air in a workshop

1.1.13 Everything neatly packed and stashed in its place in the workplace

1.1.14 Nonwork-related accident

1.1.15 Item used to protect the body

(15 × 1) (15)

1.2 List TEN unsafe acts in the workshop. (10)

[25]

QUESTION 2

2.1 Give FIVE examples of physiological needs as described in Maslow's hierarchy of needs. (5)

2.2 State THREE daily influences which culture has on a person's life. (3)

2.3 Briefly define *displaced aggression*. (3)

2.4 Give examples of the things which show a person's status according to society. (4)

2.5 List SEVEN methods of communication in the workplace. (7)

2.6 State THREE ways in which communication can be improved in the workplace. (3)

[25]

QUESTION 3

3.1 Describe the role team mates play in a working situation. (2)

3.2 Explain the points management must consider to keep up the morale of a supervisor. (4)

3.3 Describe how management could determine the views and opinions of workers. (4)

3.4 Explain what you want form a work. (6)

3.5 State the factors on which the extent of frustration depends. (4)

3.6 List FIVE duties performed by a supervisor in a medium-sized company. (5)

[25]

QUESTION 4

4.1 A school leaver who starts working has to adjust between the conditions at school and those in a factory.

Explain the differences between a school he was used to and the factory he has to adjust to. (6)

4.2 Briefly explain how a conciliation board is formed and what its functions are. (3 × 2) (6)

4.3 Define *mediation* (to restore a relationship) and *arbitration* (a binding agreement) as a means to resolve a dispute. (2 × 2) (4)

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4.4 Which situations in a working environment can lead to grievances? (4)

4.5 Name THREE different types of savings accounts, and describe TWO of them. (3 + 2) (5)

[25]

TOTAL: 100

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