higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

27 MARCH 2018

This marking guideline consists of 5 pages.

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QUESTION 1

1.1 True
1.2 True
1.3 True
1.4 True
1.5 True
1.6 False
1.7 False
1.8 False
1.9 False
1.10 False

(10 × 1) **[10]**

QUESTION 2

2.1
- Know the person
- Determine post requirements
- Appraise present performance
- Determine potential for development
- Counseling
- Decide on a plan for training and development
- Coaching in the work
- Post rotation
- Special courses and lecturers
- Follow example (10 × 1) (10)

2.2
- The child's dormant possibilities start developing and come to full fruition through his/her doing things him/herself. Thru this family labour in which the child may participate from early youth it could play a major part.
- He/she learns from an early age to do and get things right him/herself. Consequently he/she does not develop the attitude to wait for others to do things for him/her.
- The family labour is after all the first uninterrupted and ordered activities with which the child becomes acquainted. He/she ought to be actively absorbed in it and not carried along passively.
- A sense of responsibility is fostered in the child when he/she has the task and duty to do certain things promptly and regularly within an ordered group.
- He/she learns from early age to be independent and stand on his/her own legs.
- Through discipline, he/she can be taught to put the execution of a task and the carrying out of a duty before his/her own comfort.
- To this end the taking up of the child in the regular family labour offers an excellent opportunity, which is far too often left unutilized to the detriment of the child. (Any 5 × 2) (10)

[20]

QUESTION 3

3.1
- Operational work is easier and requires less mental efforts. It is easier merely to do than to think.
- A person becomes accustomed to certain things, it becomes routine and does not require brain work
- It is the work for which a person has been trained and to which he is accustomed.
- People like to display their technical ability, knowledge and skills to others.
- Most people are inclined to think that they are the only ones who can execute a certain task properly. (5 × 1) (5)

3.2 3.2.1 The business leader is a specialist.✓ In order to obtain the best results from others, ✓ he/she specialises in the functions of planning, organising, leading and controlling.✓

3.2.2 The business leader knows what decisions✓ he/she must take and what decisions could better be taken by others. He/she is not afraid to entrust others with work.✓ This results in him/her obtaining better co-operation from his/her subordinates.✓ This also promotes group forming.

3.2.3 He/she communicates in all four directions. ✓ He/she knows how to make him/herself understood. ✓ He/she ensures that he/she is always acquainted with the ideas✓ and the needs expectations of his/her subordinates.

3.2.4 He/she sets clear standards✓ so that the subordinates know what is required from them. The subordinates know what the required standards are that are expected from them.✓ He/she only gives attention where deviations occur.✓

3.2.5 He/she makes a point of getting the morale of his/her team high.✓
He/she encourages proposals, etcetera✓ and gives credit where it is due.✓

(5 × 3) (15)
[20]

QUESTION 4

4.1

- **Setting of goals**
  The organisation structure of a section of an organization must be compiled in such a way that the results intended may be achieved by it

- **Specialisation**
  The right person for a specific post. The work allocated to people must as far as possible be related to their abilities i.e. that which they are capable of by virtue of education, training and experience.

- **Maximum span of control**
  There is a limit to the number of workers over whom a supervisor can exercise control.

  A supervisor should supervise only as many people as he can control

  Well-trained workers need less supervision than those not trained, and consequently a supervisor must pay more attention to the untrained person

- **Management emphasis**
  The supervisor must at all times endeavour to pay attention to all the aspects of the work, and preference must be avoided. (4 × 3) (12)

4.2

Private company	Partnership
• It can enter into a contract and sue or be sued in its name.	• It has no contractual capacity. The partners can contract, sue and be sued
• The liability of the shareholder is limited.	• Partners are jointly and personally liable for the debts.
• The number is limited to fifty.	• A partnership may not have more than twenty partners.
• The name of the company must end with 'Proprietary Limited'/Pty Ltd.	• A partnership is not allowed to have the word 'Limited' or 'Proprietary Limited' in its name
• A minimum of one person is necessary to form a private company.	• Two persons are needed to form a company.
• Powers and rights of a company are laid down in its memorandum and may be changed by a special resolution..	• Partners may, without any formalities, after their articles of partnership by mutual agreement
• A shareholder may not act as an agent of the company unless officially appointed to do so.	• A partner is an agent of the partnership

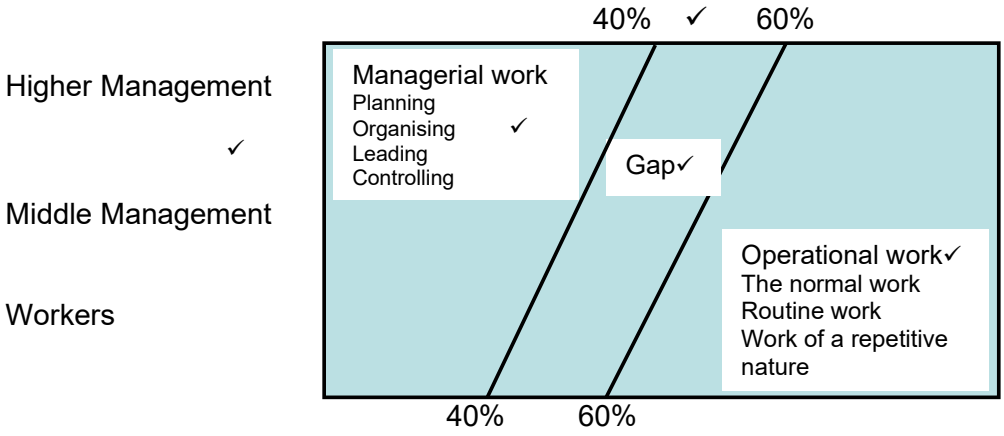
(Any 6 × 2) (12)

4.3 4.3.1 bureaucratic
4.3.2 power
4.3.3 few
4.3.4 decisions
4.3.5 financial
4.3.6 structure (6 × 1) (6)
[30]

QUESTION 5

5.1
- Person in a line position take final decisions
- Staff gives advice and/or renders a service
- Line must consider the advice of staff.
- Staff must be notified of decisions
- Both parties have the right of appeal. (5 x 1) (5)

5.2



Supervisors should reduce their operational work as far as possible so that they can concentrate on managerial work. ✓ (6)

5.3
- Remember that an accident is the result of a series of preceding events
- Teach the workers to act safely
- Study the causes of accidents
- Teach workers to be aware of changing conditions
- Pay attention to employee problems
- Take care that when removing one accident you are not creating another
- Think in advance, the old saying 'look before you leap' has a safety meaning
- Do not neglect safety equipment (Any 5 × 1) (5)

5.4
- Independence of the business venture
- Continuity of the undertaking
- Measure of direct control
- Participation in management
- Liabilities of participants
- Possibility of investment of outside capital (Any 4 × 1) (4)

[20]

TOTAL: 100

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