higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION

26 July 2021

This marking guideline consists of 6 pages.

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QUESTION 1

1.1 True
1.2 False
1.3 False
1.4 False
1.5 False
1.6 True
1.7 False
1.8 False
1.9 False
1.10 False
1.11 False
1.12 True
1.13 True
1.14 True
1.15 True

(15 × 1) **[15]**

QUESTION 2

2.1
- Name of the company
- Purpose of the company
- Complementary purpose that is excluded, if any
- Special provisions
- Ancillary competencies excluded
- Amount of share capital and subdivision of shares
- Pre-incorporation contacts (Any 6 × 1) (6)

2.2 Verbal agreement is the specific type of verbal, binding,✓ informal agreement✓ between two or more partners in business.✓ (a mutual agreement via spoken communication) (3)

2.3 2.3.1
- A good leader should be able to organise activities and allocate resources, as expected, to complete the task at hand. (Time management)
- A good leader should be able to plan the work in different stages and monitor the progress as it unfolds. (Prioritise and Project management)

2.3.2
- A good leader should be able to give clear instructions without making subordinates feel they are being shouted at.
- A good leader will be able to reprimand effectively in private and praise in public when supposed to do so.
- A good leader will be able to demonstrate empathy.
- A good leader will engage in active listening.

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2.3.3
- A good leader should have a thorough knowledge of the projects or the task he/she is heading.
- A good leader, who has a thorough knowledge of the work, will be able to train and guide the subordinates in his/her team.

(3 × 2) (6)
[15]

QUESTION 3

3.1
- The tendency towards lack of inflexibility in connection with existing rules
- The tendency not to accept responsibilities
- Secretiveness
- Red tape
- Jealousy between departments or divisions
- Inability to change (clinging to old systems)
- Competition between employees for promotion
- Indolence
- Contradictory objectives, i.e. where the worker's objective is incompatible with that of the organisasion

(Any 5 x 1) (5)

3.2
- Provincial branch
- Area branch
- A specific department
- A particular workgroup
- An individual

(3)

3.3
3.3.1 Public
3.3.2 Ltd
3.3.3 Private
3.3.4 (Pty)

(4 × 1) (4)

3.4
- Licence and registration (vehicles)
- Forestry
- Transportation
- Denel
- CSIR
- SAP
- SARS
- Hospitals
- DHET
- McDonald's
- Facebook
- SAA

(Any relevant 3 x 1 (3)
[15]

QUESTION 4

4.1
- Food
- Water
- Warmth
- Rest
- Shelter

4.2
- Security
- Protection from any harm

4.3
- Friends
- Intimate relationships
- Need to belong to a group / organisation

4.4
- Prestige
- Feeling of accomplishment
- Respect
- Freedom
- Recognition
- Appreciation

4.5
- Achieving one's full potential
- Acknowledgement of creative achievements
- Self-fulfilment

(5 × 2) **[10]**

QUESTION 5

5.1
- Directive
- Task-centred
- Participative
- Group-centred
- Abdicative

(5)

5.2 5.2.1 Formal leader is a member of the organisation✓ who has been given authority✓ by virtue of their position to lead the organisation✓ to achieve organisational goals.✓

5.2.2 Informal leader is a member of the organisation✓ who has not been formally appointed to lead an organisation,✓ but is able to do so through the knowledge and special skill✓ they possess to influence others in an organisation.✓

(2 × 4) (8)

5.3
- Supportive
- Being too lenient (2)

[15]

QUESTION 6

6.1
6.1.1 Planning
6.1.2 Organisation
6.1.3 Leading
6.1.4 Coordination
6.1.5 Control

(5 × 1) (5)

6.2
- Cutting and controlling costs
- Determination of possible improvement in work methods
- Cooperation with other departments
- Decision on product line matters
- Knowledge of functioning of payment systems used
- Handling of minor union problems
- Handling of workers' challenges
- Maintenance of discipline
- Clarification of work assignments
- Training of workers
- Selection of workers (Any 10 × 1) (10)

[15]

QUESTION 7

7.1
- Prepare duty sheets.
- Introduce control measures.
- Insist on completed work.
- Motivate and train employees.
- Maintain always order and discipline.
- Apply company policies and work standards.
- Follow up to determine whether the desired results have been obtained.
- Use your expert knowledge to improve work procedures.
- Be decisive at all times. (Any 5 × 1) (5)

7.2

UNSAFE CONDITION	PREVENTATIVE MEASURE
E.g.: Faulty tools	Replace and fix all tools with faults.
Insufficient protection	7.2.1 Ensure that workers work in a safe and protected environment. ✓
7.2.2 Unsafely designed machines ✓	Inspect all the machines to ensure that they are safe to be used by the workers.
Dirty floors	7.2.3 Clean all the floors at the end of every shift and also during a shift when they (floors) become dirty. ✓
7.2.4 Insufficient lightning ✓	Change all the bulbs that are damaged or faulty.
Insufficient ventilation	7.2.5 Open all the windows, especially in crowded workplaces, and exit doors (where possible) to ensure enough ventilation at all times. ✓
7.2.6 No protective equipment✓	Provide workers with good quality PPE to ensure that they feel protected while working.
Disorderly stacking	7.2.7 Inspect storerooms regularly to ensure that all materials are stored and stacked as expected.✓
7.2.8 Crowded spaces ✓	Subdivide the tasks in such a way that one group will be working on project A inside, while the other group will be working on project B outside.
Lack of planning during layout of plant	7.2.9 Involve specialists and experts as well as long-serving workers in any activity that needs planning. (Their expertise may come in handy and useful.) ✓
7.2.10 Unsafe working methods✓	Introduce safe working methods and ensure workers receive training on those new methods.

(10 × 1) (10)
[15]

TOTAL: 100

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