higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N3

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N3
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. Start each question on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1–1.15) in the ANSWER BOOK.

1.1 Approximately 500 000 tons of ferrous scrap were imported by metal recyclers in 2001.

1.2 Semi-steel products and secondary-finished products include brass, copper and aluminium.

1.3 Durban Steel Works is South Africa's largest steel producer.

1.4 South Africa is ranked second in the world production of copper.

1.5 ISCOR is situated in the north end of Durban harbour.

1.6 Ordinary partnership is where the liabilities of the partners towards third parties are limited.

1.7 The South African Bureau of Standards is South Africa's central and premier scientific research and development organisation.

1.8 The Council for Scientific and Industrial Research was established by an act of parliament in 2010 and is situated on its own campus in Port Elizabeth.

1.9 The IDC is South Africa's largest producer of aluminium and copper.

1.10 The abbreviation IDC stands for Industrial Development Constitution.

1.11 One of the strong points of the industrial bureaucratic system is red tape

1.12 Registration of the Union Steel Corporation of South Africa Ltd officially took place on 15 November 1911.

1.13 The acronym AMCOR stands for African Metals Corporation.

1.14 Cape Gate, Columbus Stainless Steel and Scaw Metals are other role players in the steel-producing industry.

1.15 ArcelorMittal was originally known as ISCOR Ltd.

(15 × 1) **[15]**

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QUESTION 2

2.1 A company must have a Memorandum of Association.

Name SIX items that are normally contained in the Memorandum of Association. (6)

2.2 When two people come to an agreement without writing it down, it is considered a verbal agreement.

Show your understanding by explaining the term *verbal agreement*. (3)

2.3 Briefly explain the following qualities of any good leader.

2.3.1 Organisational skills

2.3.2 Communication skills

2.3.3 Knowledge of work

(3 × 2) (6)

[15]

QUESTION 3

3.1 From the statements below Indicate FIVE possible weaknesses that can lead to tension in the industrial bureaucracy.

- 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
- Staff may serve the top leader directly
- A wish to be independent
- A particular workgroup
- An individual
- Indolence
- Contradictory objectives, i.e., where the worker's objective is incompatible with that of the organisasion (5)

3.2 Organisational structure allows the expressed allocation of responsibilities for different functions and processes to different entities, such as international and national branches.

State THREE other different entities. (3)

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3.3 Choose the correct term from those in brackets. Write only the answer next to the question number (3.3.1–3.3.4) in the ANSWER BOOK.

A 3.3.1 … (public/private) company has the abbreviation 3.3.2 … (Ltd/CC) at the end of its name.

A 3.3.3 … (public/private) company has the abbreviation 3.3.4 … (Pty/Ltd) at the end of its name.

(4 × 1) (4)

3.4 As society become more populated and industrialized, bureaucratic department agencies developed to regulate the flow and integration of people of growing cities. Eskom is an example of it.

Name THREE other popular agencies that you can think of. (3)

[15]

QUESTION 4

According to Maslow's hierarchy of needs, certain needs must be met before a person can reach fulfilment in life.

List TWO examples under the following needs as explained in Maslow's hierarchy of needs.

4.1 Physiological needs

4.2 Safety needs

4.3 Social needs

4.4 Esteem needs

4.5 Self-actualisation needs

(5 × 2) **[10]**

QUESTION 5

5.1 Supervisors play a very important role in the workplace and must be able to supervise different working teams.

Name FIVE major supervisory styles that can be implemented by any supervisor to oversee the working team. (5)

5.2 Define the following types of leaders:

5.2.1 Formal leader

5.2.2 Informal leader

(2 × 4) (8)

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5.3 Being too strict, is classified as one of the attitudes that a leader should show towards his/her subordinates.

Give TWO other leadership attitudes. (2)
[15]

QUESTION 6

6.1 Give ONE term for each of the following descriptions in the table below. Write the correct answer next to the question number (6.1.1–6.1.5) in the ANSWER BOOK.

DESCRIPTIONS	MANAGEMENT FUNCTIONS
Policy-making and setting objectives	6.1.1
Making sure that tools and materials are available	6.1.2
Demonstrating how activities are to be carried out	6.1.3
Communicating with different departments about the project	6.1.4
Giving command over activities	6.1.5

(5)

6.2 You are a manager at BIG TOOLS MANUFACTURERS WAREHOUSE and have just hired a new supervisor to oversee the working team.

List 10 responsibilities of a supervisor you will outline to him/her. (10)
[15]

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QUESTION 7

7.1 Supervisors can delegate any member to perform some of their duties in their absence.

Mention any FIVE duties that a delegated member should be able to perform in the absence of the supervisor. (5)

7.2 Complete the unsafe conditions and preventative measures in the table below to minimise accidents in the workplace. Write only the answer next to the question number (7.2.1–7.2.10) in the ANSWER BOOK.

NOTE: The first one has been done for you.

UNSAFE CONDITION	PREVENTATIVE MEASURE
E.g.: Faulty tools	Replace and fix all tools with faults.
Insufficient protection	7.2.1
7.2.2	Inspect all the machines to ensure that they are always safe to be used by the workers.
Dirty floors	7.2.3
7.2.4	Change all the bulbs that are damaged or faulty.
Insufficient ventilation	7.2.5
7.2.6	Provide workers with good quality PPE to ensure that they feel protected while working.
Disorderly stacking	7.2.7
7.2.8	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
7.2.10	Introduce safe working methods and ensure workers receive training on those new methods.

(10 × 1) (10)
[15]

TOTAL: 100

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