higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T970**(E)**(A12)T

NATIONAL CERTIFICATE

LOSS CONTROL N6

(11041196)

12 April 2019 (X-Paper)
09:00–12:00

This question paper consists of 4 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
LOSS CONTROL N6
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. Sketches must be large, neat and fully labelled.
5. Write neatly and legibly.

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QUESTION 1

1.1 Name the TWO categories into which the basic causes of loss can be divided. (2)

1.2 Give FIVE examples of each of the categories named in QUESTION 1.1. (10)
[12]

QUESTION 2

Sometimes employees may cause or experience problems.

2.1 Name SIX signs of an employee who may be a troublemaker in his/her relationship with other employees. (6)

2.2 Name SIX symptoms, not directly related to work, of a troubled employee. (6)
[12]

QUESTION 3

Fire extinguishing is based on the principle of removing certain elements.

Briefly describe this principle with appropriate examples. **[8]**

QUESTION 4

Briefly explain what an accident is. **[5]**

QUESTION 5

Safety should be managed like any other function in a company.

Briefly describe the function of safety in an organisation. **[3]**

QUESTION 6

Name TEN items that a first-aid kit should include. **[10]**

QUESTION 7

Businesses lose income because of direct damage

Name FIVE causes of loss in an organisation. **[5]**

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QUESTION 8

Name FOUR areas targeted by a total quality management system and give ONE example of each. (4 + 4) **[8]**

QUESTION 9

Name THIRTY general risks or situations that must be included in the development of an emergency plan. **[30]**

QUESTION 10

What are the basic causes of accidents in an organisation? **[7]**

TOTAL: 100

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