higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

LOSS CONTROL N6

(11041196)

22 April 2021 (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. Start each question on a new page.
5. Only use a black or blue pen.
6. Write neatly and legibly.

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QUESTION 1

Name the FOUR areas targeted by a total quality management (TQM) system and give ONE example of each area. (4 × 2) **[8]**

QUESTION 2

How would you give feedback to a worker who is exhibiting substandard workshop behaviour? **[8]**

QUESTION 3

What does the Occupational Health and Safety Act of 1993 stipulate regarding the number of health and safety representatives in the case of shops and offices as well as all other workplaces? **[6]**

QUESTION 4

Name the FOUR categories of occupational health hazards and give TWO examples of each. (4 × 3) **[12]**

QUESTION 5

List FIVE accidents that typically occur due to poor housekeeping. (5 × 2) **[10]**

QUESTION 6

You are manufacturing a dangerous medicinal product and must develop a warning label for the medicine.

List EIGHT keywords and explain the function of the words on the label. **[8]**

QUESTION 7

Explain step-by-step what the supervisor must do when walking in on a worker who just had an accident. **[7]**

QUESTION 8

Use a motor vehicle as an example to draw up a critical-parts inspection inventory. **[11]**

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QUESTION 9

Explain the training and qualities of an emergency-response team member. **[10]**

QUESTION 10

Name FIVE factors that can help enforce rule compliancy in an organisation. **[5]**

QUESTION 11

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

QUESTION 12

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

TOTAL: 100

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