higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SUPERVISION IN INDUSTRY N3

10 APRIL 2018

This marking guideline consists of 6 pages.

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QUESTION 1

1.1 workmanship
1.2 production
1.3 utilisation
1.4 efficiency
1.5 neatness
1.6 strain
1.7 supervise
1.8 morale
1.9 labour turnover
1.10 fatigue

(10 × 1) **[10]**

QUESTION 2

- Pay rates, pay periods, when pay is first received, deductions from pay, and how pay increases may be earned
- Hours of work, such as reporting and quitting time, lunch periods, breaks and cleanup time
- Overtime allowed. overtime pay and premium pay for working shift schedules
- Time reporting systems, including location of time cards and how to punch in and out
- Employee options under the company's benefit plans, such as group life, health and dental insurance
- Procedure to follow when sick
- Procedure to follow when late
- Basic safety rules, the procedure for reporting accidents and the joint employee-company responsibility for identifying hazards under the Occupational Safety and Health Administration (OSHA) law
- Tour of the department and other areas of the company
- Introduction to co-workers
- Assignment to a work area and identification of necessary resources
- Location of cafeteria, lockers and rest rooms
- Learning about job functions/tasks, job description (Any 8 × 1) **[8]**

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QUESTION 3

3.1 The method of extinguishing a fire relies on removing one or more of the three elements needed to start a fire.✓ These elements are a fuel source✓ (e.g. wood, flammable liquids or gas - it will starve the fire),✓ an adequate supply of oxygen (by blanketing it with foam/sand)✓ and a source of ignition✓ (e.g. a flame, spark or hot surface)✓ (6 × 1) (6)

3.2
- Lack of knowledge/skill
- Physical or mental incompatibility
- Improper attitude
- Unsafe acts.
- Unsafe conditions (Any 4 × 1) (4)

[10]

QUESTION 4

4.1
- An injury occurs when any physical force is applied to the body which leaves the person harmed / weakened in some way. (2)

4.2
- Reduces injuries✓when gangways and working areas are kept clear of materials✓
- Save time✓in finding and checking of tools, articles.✓
- Saves space✓ when everything is packed tidily.✓
- Reduces fire hazard✓ if combustible materials are kept in proper place✓
- Increase productivity✓ when everything is in its place

(Any 4 × 2) (8)

[10]

QUESTION 5

5.1
- Gaps between actual and expected performance
- Rework
- Scrap
- Low production
- High operating costs
- High accident rate (Any 5 × 1) (5)

5.2
- Provides a sound basis for pay increase.
- Provides a sound basis for promotion, transfer and training
- Checks the effectiveness of recruiting for training
- Promotes desire for improvement by showing that management appraise and rewards individual performance and growth
- Guides and aids employees in self-improvement and follow up (5)

[10]

QUESTION 6

MOTIVATORS
- Achievement
- Recognition
- Work itself
- Responsibility
- Advancement / promotion
- Growth (personal)
- Work status
- Work relationships
- Access to information
- Involvement in decision making
- Challenging job (Any 6 × 1) (6)

MAINTENANCE
- Good salary
- Good work conditions
- Quality of supervision
- Job security
- Vacation / leave
- Insurance / medical
- Relationship with co-workers
- Status (Any 4 × 1) (4)

[10]

QUESTION 7

7.1
- Be consistent and fair – ask the right questions
- Communicate attendance expectancy.
- Show appreciation for outstanding punctuality.
- Keep an eye on the habitual latecomer.
- Lead by example.
- Don't ignore the problem
- Accommodate any disability (Any 5 x 1) (5)

7.2
- Theft or unauthorised removal of company property or property of another employee
- Falsification of company records such as attendance registers
- Using alcohol or illegal drugs in the workplace while on duty.
- Fighting or inciting violence in the workplace
- Negligence or improper conduct leading to damage of company or customer-owned property.
- Excessive tardiness.
- Insubordination
- Dishonesty
- Rude or abusive language at the workplace
- Non-compliance with health and safety rules.
- Sexual harassment
- Absenteeism or any absence without notice to immediate supervisor.

(Any 5 x 1) (5)
[10]

QUESTION 8

8.1.1 The conscious✓ process of securing information✓ of all kinds (including feelings and emotions) through listening✓ and observation.✓ It involves giving the speaker full attention,✓ listening intently and being alert to any clues spoken or unspoken clues and actively seeking✓ to keep the conversation open and satisfying to the speaker. (Any TWO)

8.1.2 Non-verbal body movements,✓ facial expressions, or gestures✓ that may project and reveal✓ underlying attitudes and sentiments. They may convey a message similar✓ to, or different✓ from the words used. (Any TWO)

8.1.3 Information provided✓ by those engaged in the communication✓ process that serves to clarify✓ and/or verify understanding and to indicate either agreement or dissent✓ Feedback should be helpful, descriptive and specific ✓ (Any TWO)

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8.1.4 The information communication✓ network that employees✓ use to convey information✓ of interest to them. It is fast, but lacks a high degree of accuracy✓ and reliability✓ it normally occurs in an organisation where communication channels are not transparent ✓ (Any TWO)

8.1.5 Any kind of distraction,✓ physical or emotional, within an individual or the environment✓ that distorts or obstructs✓ the transmission of a message (such as an order or instruction) from one individual to another (Any TWO)
(5 × 2) (10)

8.2
- Accuracy
- Clarity
- Brevity
- Coherence
- Dispute evidence (Any 2 × 1) (2)

[12]

QUESTION 9

9.1
- Interpersonal conflict with co-workers and leaders
- Needing an inordinate amount of coaching or counselling
- Threats of physical assault or unwelcome sexual comments
- A sense of persecution/injustice
- Decreased social support
- Holding grudges, especially against authority figures
- Fascination with guns or other weapons
- Continual excuses/blame; inability to accept responsibility for behaviour
- Depression; expressions of cynicism or despair
- Veiled threats or references to other workplace violence (Any 5 × 1) (5)

9.2
- Intelligence
- A sense of judgment
- Good perception
- Good imagination
- Well-balanced personality
- Ability to judge fairly
- Ability to coordinate
- Ability to delegate
- Courage
- Determination
- Ability to make decisions
- Ability to give commands and receive messages
- Integrity
- Loyalty
- Energy
- Self confidence
- Knowledge of work
- Responsibility (Any 10 × 1) (10)

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9.3 Autocratic leader takes decisions on his own.✓ Focuses primarily on the production being done successfully✓ rather than well-being of workers.✓ Gives commands and insists on them being carried out.✓ He determines the policy of the group without consulting its members.✓ He gives no information about future plans,✓ but informs the group about only the immediate steps to be carried out.✓ He criticises member's initiative.✓ He remains superior to the group.✓ (Any 5 × 1) (5)

[20]

TOTAL: 100

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