higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SUPERVISION IN INDUSTRY N3

3 AUGUST 2018

This marking guideline consists of 5 pages.

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QUESTION 1

1.1 1.1.1

- Cleanliness is next to godliness.
- Notices forbidding spitting on the floor should be clearly posted.
- The workplace must be clean and rid of all vermin and insects.
- Waste & refuse container should not leak and be cleaned regularly
- Facilities in the workplace must be clean.
- Tools and equipment must be clean. (Any 3) (3)

1.1.2

- Personal hygiene must be acceptable.
- Personal hygiene must not be endangering other staff.
- Facility hygiene must be maintained.
- Adequate supply of clear, clean drinking water (Any 3 × 2) (6)

1.1.3

- Workplace must be neat and tidy.
- Tools and equipment must be stowed away.
- All emergency exits must be cleared.
- Combustible material must be kept in proper receptacles.
- Gangways must be painted and kept clear.
- A place for everything and everything in its place all the time.
- Storage areas to be marked off. (Any 3 × 2) (6)

1.1.4

- Lighting must be sufficient
- Lighting must comply with regulations.
- Lighting must not be in the way of the work process
- Lighting must be placed correctly, poorly placed lighting cast shadows.
- Lighting must be safe.
- Lighting must be available in an emergency.
- Exits must be lighted (Any 5 x 1) (5)

1.2

- Fuel
- Oxygen
- Ignition/heat
- Chemical/chain reaction (4)

[24]

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QUESTION 2

2.1
- It provides a sound basis for pay increase.
- It provides a sound basis for promotion, transfer and training.
- It is a way to check the effectiveness of recruiting for training.
- It provides a basis for better job reassignment when errors were made
- It promotes a desire for improvement and heights moral.
- It shows that management appraise and reward individual performance and growth.
- It guides and aids employees in their self-improvement.
- It makes follow-up on progress possible.
- It determines the suitability of an employee for the job
- It helps to develop the employee's capabilities and competence for the job

(Any 7 × 1) (7)

2.2 Incentives are rewards that a worker gets from his employing organisation for being a productive member. Incentives come in a tangible form and are considered as remuneration by both the recipient and those doing payroll. Incentives must be part of the working environment. (6)

2.3
- Financial incentive scheme (wages, bonuses, & profit sharing)
- Extension of financial scheme (retirement, vacation pay, health insurance)
- Non-financial scheme (higher status, greater responsibility, receiving tokens) (3)

[16]

QUESTION 3

- Theory X
  - People dislike work and will avoid it.
  - People must be remunerated for working.
  - People need to be controlled.
  - People prefer to be directed by somebody else to avoid responsibilities
  - People has few ambitions
  - People want security above all

- Theory Y
  - Work is a source of satisfaction
  - People seek and accept responsibility under proper conditions.
  - Physical and mental effort are natural to people.
  - Self-control will make people work.
  - To be rewarded for work is self-fulfilling.
  - People seek respectability. **[9]**

QUESTION 4

4.1
4.1.1 Less serious
4.1.2 Less serious
4.1.3 Serious
4.1.4 Serious
4.1.5 Very serious
4.1.6 Serious
4.1.7 Serious
4.1.8 Very serious
4.1.9 Serious
4.1.10 Very serious

(10 × 1) (10)

4.2
- Positive discipline – Constructive criticism or discussion✓ is used to persuade✓ employees to do✓ what you want them to do✓ Criticism is used in a positive manner✓ so that employees accept what you wish them to do✓ Sound leadership is exercised by supervision and entire organization is managed efficiently. ✓
- Negative discipline – Subordinates are controlled with threats, punishment and rewards✓ It is based on fear and has a negative effect on subordinates✓ It should only be used as last resort✓ (10)

4.3 An individual employee✓ initiates the action because he or she is unhappy✓ about specific issues that directly affect him or her such as:
- working conditions✓
- the behaviour of colleagues or managers✓
- safety and security✓ (Any 4 × 1) (4)

[24]

QUESTION 5

- A good sense of judgement
- Good perception
- Perseverance
- Determination
- Knowledge of the work
- The ability to delegate
- The ability to motivate
- The ability to communicate
- A well-balanced personality
- The ability to command
- Teaching ability
- Energy and good health
- Reliability
- Honesty
- An unselfish attitude
- Courage
- Fairness
- Intelligence
- Integrity
- Loyalty
- Forcefulness
- Kindness (Any 15 × 1) **[15]**

QUESTION 6

6.1
- Face-to-face
- Telephonic conversations
- Radio
- Meetings
- Interviews
- Group discussions
- TV
- Internet (using tools such as Skype) (Any 3 × 1) (3)

6.2
- Eye contact
- Facial expressions
- Vocal characteristics
- Personal appearance
- Body language (e.g. opening hands to indicate openness)
- Gestures (e.g. using a hand to emphasise a point) (Any 3 × 1) (3)

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6.3
- E-mails
- Agendas and minutes of meetings
- Reports
- Manuals
- Cell phones (text messages and tools like 'WhatsApp')
- Noticeboards
- Letters
- Websites and blogs
- Social media (Facebook, twitter) (Any 3 × 1) (3)

6.4
- Graphs
- Charts
- PowerPoint presentations
- Logos
- Banners (Any 3 × 1) (3)

(4 × 3) **[12]**

TOTAL: 100

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