higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SUPERVISION INDUSTRY N3

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This marking guideline consists of 5 pages.

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QUESTION 1

- Job Rotation✓ giving all employees an opportunity to perform✓ the different tasks in the department. This is often done in a situation where employees✓ become bored with normal tasks and, as a strategy the organisation strives to provide✓ employees with experience✓ in many different areas.
- Job Enlargement✓ the process of combining many small jobs✓ into larger, more stimulating ones✓ which offers variety, without adding responsibility.✓ Job enlargement is used by organisations when it is found that an employee is able to cope with an increased✓ volume of work. Tasks will be added on a horizontal level.
- Job Enrichment✓ when an employee shows potential to take responsibility,✓ more difficult tasks requiring creativity✓ and decision making opportunities are purposefully added to the job. This ensures that the employee will be more independent✓ and have authority to take job related decisions.✓ **[15]**

QUESTION 2

- Cluttered and poorly arranged areas.
- Untidy piling of materials.
- Piled-on material damaging other material.
- Items no longer needed.
- Blocked /congested aisle ways.
- Material stuffed in corners and out-of-the-way places.
- Materials gathering dust and dirt from disuse.
- Excessive quantities of items.
- Overcrowded storage areas and shelves.
- Overflowing bins and containers.
- Broken containers and damaged material
- Tools and material left on machines
- Dusty, dirty floors and work surfaces
- Electric cables and air lines lying around
- Damaged and dirty windows. (Any 10 × 1) **[10]**

QUESTION 3

3.1	Active listening: 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 to spoken or unspoken meaning or resistance, and actively seeking✓ to keep the conversation open and satisfying to the speaker✓	(5)

3.2	Body language: 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.	(5)

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3.3	Command: To give orders;✓ to exercise authority forcefully✓ with the expectation of obedience.✓	(3)

3.4	Communication method: The form or technique✓ by which information is communicated. This is done by the person's attitude, performance,✓ appearance, speech, demonstration,✓ conversation,✓ discussion, dialogue, or by outside elements like books; telephones, recordings,✓ radios, public address systems, or television.	(5) **[18]**

QUESTION 4

4.1	Source of ignition (heat), adequate supply of oxygen, fuel source, chemical reaction (Any 3 × 1)	(3)

4.2	The method of extinguishing a fire relies on removing✓ one or more✓ of the elements needed for fire to start✓	(3) **[6]**

QUESTION 5

- High incident rates
- Work requires more effort
- Jobs take more time
- Frequent complaints about job
- Difficulty in recalling instructions, details, et cetera
- Increasing difficulty handling complex assignments
- Difficulty recalling own mistakes
- Alternate periods of high and low productivity
- Frequent assistance from co-workers to complete assignments
- Mistakes due to inattention or poor judgment
- Wasting material
- Making poorly thought out decisions
- Complaints from customers
- Excuses for poor performance (Any 6 × 1) **[6]**

QUESTION 6

6.1
- Job knowledge and technical competence
- Needs to be a good effective leader
- Interactive communication skills
- Empathy and compassion
- Flexibility when possible
- Display confidence
- Positive attitude towards management
- Must have time and priority skills
- Have a passion for the company
- Conflict resolution abilities
- Respect diversity differences in the workplace
- Be a critical thinker
- Must be able to solve problems
- Be aware of generational differences
- Impact of emotion intelligence and use it to best effect in the work place
- Must have integrity
- Loyalty towards company and management
- Needs to be fair and forceful (8)

6.2
- The supervisor may consult his/her subordinates about possible alternatives
- He/she should make the final decision on matters that fall within their jurisdiction.
- The supervisor maintains the authority of this position by creating the presumption that only he /she has the right to communicate decisions about certain matters. (3)

[11]

QUESTION 7

7.1
- Helps to determine the objective
- Determine the requirements/specifications
- Select the system
- Plan the implementation programme
- Involve all users
- Control the programme
- Provide adequate training
- Monitor the performance
- Continue to develop and adapt the system to company requirements

(Any 5 × 1) (5)

7.2
- Under certain conditions can the contributor claim his contribution
- Some of these funds pay limited interest on accumulated monies
- Others make the provision for the worker with more than 10 years of service to remain his contribution
- To which the member is able to receive pension from his previous employer
- The day he is going on pension. (5)

[10]

QUESTION 8

8.1	The aim of discipline is to change ✓ unwanted✓ behaviour. ✓	(3)
8.2	Causes of absenteeism can include: substance abuse ✓ personal financial ✓ or relationship problems ✓ lack of motivation ✓ job not challenging enough (boredom) ✓ problems with a colleague ✓ lack of effective supervision ✓ poor working conditions ✓ (Any 4 × 1)	(4)
8.3	Your facial expressions ✓ tone ✓ and pitch of voice ✓ gestures ✓ body language ✓ and personal appearance ✓ are non-verbal forms of communication (Any 3 x 1)	(3)
8.4	Theft ✓ falsification of company records ✓ using alcohol /illegal substances whilst on duty ✓ fighting ✓ inciting violence in the workplace ✓ negligence leading to damage of company property or equipment ✓ insubordination ✓ disrespectful conduct ✓ dishonesty ✓rude , abusive or racist language ✓ sexual harassment ✓ absence without notice ✓ racism ✓ (Any 5 × 1)	(5) **[15]**

QUESTION 9

A trade union is a continuing✓ permanent✓ organisation✓ created✓ by the workers✓ to protect themselves✓ at their work. Their goal is to improve the conditions✓ of the workers through collective bargaining,✓ to seek to better the conditions of their lives,✓ and to provide a way to express✓ on matters of society.'✓ (Any 9 × 1)		**[9]**

TOTAL: 100

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