



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE INDUSTRIAL ORIENTATION N1 27 MARCH 2018

This marking guideline consists of 5 pages.

QUESTION 1: ACCIDENT PREVENTION

- 1.1
- Running around in the workplace
 - Horseplay in the work area
 - Working with wax or oily materials in the workplace
 - Wearing unsuitable shoes in the workshop
 - Using unsafe ladders and stairs
 - Leaning back on the legs of a chair
 - Loose objects like pipes, screws, nails and pencils on the floor
 - Ignoring workplace instructions
- (Any 6 × 1) (6)
- 1.2
- | | | |
|--------|-------|--|
| 1.2.1 | True | |
| 1.2.2 | True | |
| 1.2.3 | True | |
| 1.2.4 | True | |
| 1.2.5 | True | |
| 1.2.6 | False | |
| 1.2.7 | False | |
| 1.2.8 | False | |
| 1.2.9 | False | |
| 1.2.10 | False | |
- (10 × 1) (10)
- 1.3
- Gently remove rings and tight items from the burned area before the swelling starts.
 - Check the signs for circulation to determine whether CPR can be performed or not.
 - Protect the burned person from further harm as far as possible.
 - Cover the area of the burn with a cool, moist clean cloth or bandage.
 - Ensure that there is proper ventilation around the burned area.
 - Keep on reassuring the person that all is well.
- (Any 4 × 1) (4)
- [20]**

QUESTION 2: EMPLOYMENT BENEFITS

- 2.1
- | | | |
|-------|---------------------------|---|
| 2.1.1 | Death benefits. | Money paid to the dependants of the deceased ✓ in the form of a lump sum. ✓ |
| 2.1.2 | Disability benefits | Money paid to the member who is permanently disabled, ✓ and is paid out in the form of lump sum. ✓ |
| 2.1.3 | Early retirement benefits | Money paid to the member who terminates his/her service of employment ✓ due to ill-health or injuries preventing him/her from continuing to offer the same service. ✓ |
- (3 × 2) (6)

2.2	Discovery Health Momentum Health FEDHEALTH Bonitas MEDSHIELD MEDPOL GEMS	(Any 4 × 1)	(4)
2.3	<ul style="list-style-type: none"> • Unemployment benefits • Illness benefits • Maternity benefits • Adoption benefits • Dependent benefits 	(5 × 1)	(5) [15]

QUESTION 3: ORGANISATIONAL STRUCTURE

3.1	<p>It is a hierarchy✓ and shows different degrees of authority and those on the same line of authority.✓</p> <p>It is organised into departments✓ and shows each department with its own function.✓</p> <p>It shows the chain of command✓ which is how power and authority is passed down from the top and along the span of control.✓</p>	(3 × 2)	(6)
3.2	<ul style="list-style-type: none"> • Delegated authority is more advanced. • All the planning is done by different departments. • Communication is formal. • There is manageable continual interaction at all times. • Working hours are well controlled and workers receive a good salary. • Workers are highly productive. 	(Any 5 × 1)	(5)
3.3	<ul style="list-style-type: none"> • Functional decentralisation • Federal decentralisation • Regional decentralisation • Decentralisation by project 	(4 × 1)	(4)
3.4	<ul style="list-style-type: none"> • Formal communication • Informal communication 	(2 × 1)	(2)
3.5	<ul style="list-style-type: none"> • Departmental meetings • Team-briefing sessions • Memos sent to staff 	(3 × 1)	(3) [20]

QUESTION 4: SPENDING OF WAGES

- 4.1 4.1.1 guarantee
 4.1.2 an agreement
 4.1.3 manufacturer
 4.1.4 replace
 4.1.5 after
(5 × 1) (5)
- 4.2 • They offer a larger variety of products.
 • You can find cheaper products as they always have promotions and specials on items.
 • There is large parking space for everyone.
 • Products have a short shelf life as they are always bought.
 • They are open for longer hours. (Any 4 × 1) (4)
- 4.3 • Clothing
 • Household expenses
 • Food and provisions
 • Transportation
 • Education
 • Health services
 • Personal services
 • Savings (Any 6 × 1) (6)
- [15]**

QUESTION 5: INTERPERSONAL RELATIONSHIPS

- 5.1 • Glue sniffing
 • LSD and mescaline
 • Dagga
 • Nyaope
 • Cocaine
 • Heroin
 • Alcohol
 • Morphine
 • Opium (Any 7 × 1) (7)
- 5.2 • You demonstrate loyalty to team members when praising them in front of others.
 • You really show what the organisation stands for.
 • You are giving them a sense of belonging.
 • Production will increase because the workers will be motivated.
 • The management team will feel good about themselves. (Any 3 × 1) (3)

- 5.3
- Train people in conflict management.
 - Set policies in place that deal clearly with conflict.
 - Office gossiping should not be tolerated at all.
 - When a situation begins to deteriorate, people should start talking about it there and then.
 - Try to resolve differences and challenges as they arise.
 - Exercise teamwork at all times.
 - Try to improve working conditions regularly.
 - Ensure that communication becomes effective at all times.
 - Accept that certain issues are unavoidable. (Any 5 × 1) (5)
- [15]**

QUESTION 6: INDUSTRIAL LABOUR RELATIONS

- 6.1
- Poor working conditions
 - Unqualified and poorly trained supervisors
 - Unfair treatment
 - Lack of facilities
 - Lack of equipment
 - Tight production standards (Any 5 × 1) (5)
- 6.2
- To endeavour to ensure security of employment.
 - To improve the working environment through efforts to improve safety.
 - To participate in management decisions.
 - To bring worker grievances to the attention of management.
 - To monitor wage and service conditions agreements.
 - To serve on statutory bodies.
 - To organise strike actions. (Any 6 × 1) (6)
- 6.3
- | | | | | | |
|--|-------|---|--|---------|-------------|
| | 6.3.1 | A | | | |
| | 6.3.2 | B | | | |
| | 6.3.3 | C | | | |
| | 6.3.4 | D | | | |
| | | | | (4 × 1) | (4) |
| | | | | | [15] |

TOTAL: 100