



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

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09:00–12:00

This question paper consists of 6 pages.



DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N1
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. Write neatly and legibly.
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QUESTION 1


1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.



- 1.1.1 The regulation of relations between employer and employee is one of the purposes of an employer organisation.
- 1.1.2 Representation in connection with legislation is a concern of employer organisations. 
- 1.1.3 Training is one of the benefits a trade union can offer its members.
- 1.1.4 The acronym MIF stands for Motor Instrument Federation.
- 1.1.5 The acronym NUM stands for National Union for Mechanics.
- 1.1.6 An employee is NOT a person working under a contract of service.
- 1.1.7 The Unemployment Insurance Act governs the funds providing limited benefits to workers in the event of disability and death and also maternity benefits to female employees.
- 1.1.8 A function of trade unions is to bring workers' grievances to the attention of management.
- 1.1.9 Sick leave is not an aim of the Basic Conditions of Employment Act. 
- 1.1.10 The Skills Development Act does not cover the employment of apprentices.

(10 × 1) (10)


1.2 Complete the following sentences by using the words in the list below. Write only the missing word or words next to the question number (1.2.1–1.2.10) in the ANSWER BOOK. 

warranty; industrial dispute; grievance; job description; delegation; pension fund; artisan; guarantee; tradesman; provident fund


- 1.2.1 A/An ... specialises in a job requiring specific work experience.
- 1.2.2 A/An ... works in a skilled trade, especially one that involves making things by hand. 
- 1.2.3 A ... is the money you get when you retire.

- 1.2.4 A member gets one-third of the total benefit in a lump sum on retirement and the rest is paid out in the form of pension for the member's life.
- 1.2.5 To ... means to give a subordinate the responsibility and authority to do a task. 
- 1.2.6 A ... is a document that clearly outlines the tasks and responsibilities for a specific position.
- 1.2.7 A ... is an undertaking by the manufacturers to repair or replace an item if something goes wrong within a certain amount of time.
- 1.2.8 A ... is any dissatisfaction or feeling of injustice in connection with a person's employment situation.
- 1.2.9 An ... refers to a disagreement at work with the employer, which may lead to a strike or other forms of actions.
- 1.2.10 A ... covers the product beyond the manufacturer's guarantee period. 
- (10 × 1) (10)
[20]


QUESTION 2

- 2.1 State TWO factors an employer needs to consider when choosing protective equipment to ensure that a factory is safe for workers. (2)
- 2.2 List TEN unsafe working conditions in the workplace. (10)
- 2.3 Name FOUR factors that encourage workers to wear protective equipment in the workshop.  (4)
- 2.4 Name FOUR accidents which can happen in a workshop due to bad housekeeping. (4)
[20]



QUESTION 3

- 3.1 State the effects of good plant housekeeping in a well-organised workshop. (5 × 1) (5)
- 3.2 Give the requirements for good machine guards in a workshop.  (8 × 1) (8)
- 3.3 Name any SEVEN common injuries in a workshop. (7)
[20]

QUESTION 4

- 4.1 Tabulate the iceberg principle under the following headings:
- 4.1.1 Direct insured cost
- 4.1.2 Hidden cost  (4 × 2) (8)
- 4.2 Name the benefits of belonging to a medical aid scheme. (8 × 1) (8)
- 4.3 State FOUR types of benefits that can be claimed from the Unemployment Insurance Fund (UIF). (4)
- [20]**

QUESTION 5

- 5.1 Name FIVE of the eleven official languages in South Africa. (5)
- 5.2 Define each of the following terms:
- 5.2.1 Urban dwellers
- 5.2.2 Rural dwellers 
- 5.2.3 Tradition (3 × 2) (6)
- 5.3 Name FIVE common types of addictive illegal drugs in South Africa. (5)
- 5.4 State FOUR possible ways in which a manager can identify an alcohol or drug addict at work.  (4)
- [20]**
- TOTAL: 100**