



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

INDUSTRIAL ORIENTATION N1

(4110011)

31 March 2020 (X-paper)
09:00–12:00

This question paper consists of 5 pages.

026Q1A2031

(4110011)

-2-

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.
-

(4110011)


-3-

QUESTION 1

Briefly explain each of the following terms:

- 1.1 Pension fund
- 1.2 Provident fund
- 1.3 Medical aid scheme 
- 1.4 Compensation
- 1.5 Unemployment Insurance Fund
- 1.6 Salary
- 1.7 Employment contract
- 1.8 Contract working hours
- 1.9 Maternity leave
- 1.10 Paternity leave 
- (10 × 2) **[20]**

QUESTION 2

- 2.1 Name and explain the FOUR types of benefits that are prominent in a pension fund. (4 × 3) (12)
- 2.2 Discuss the disadvantages of a medical aid scheme.  (5 × 2) (10)
- 2.3 Tabulate the advantages and disadvantages of a decentralised structure. (8)
[30]

(4110011)

-4-

QUESTION 3

3.1 Discuss each of the following types of accounts:

3.1.1 Call accounts


3.1.2 Notice deposits 

3.1.3 Fixed deposits

(3 × 3) (9)

3.2 List THREE controlling activities performed by any supervisor. (3)

3.3 Choose the THREE situations below covered by industrial relations by writing the answers in the ANSWER BOOK.

- Collective bargaining
- Role of management, unions and government
- Trade union and labour legislation 
- Utilisation of resources at all times
- Understanding by different groups of society
- Classification of the amended company goals

(3 × 1) (3)

3.4 Describe each of the following types of unions:

3.4.1 Reformist unions

3.4.2 Business unions

3.4.3 Friendly or uplift unions

3.4.4 Political unions 

(4 × 2) (8)

3.5 Name SEVEN methods of communication in a workplace.



(7)
[30]

(4110011)

-5-

QUESTION 4

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question number (4.1–4.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1	Guarantee	A	relationship between two individuals without any feelings or sexual desire for each other
4.2	Unsafe acts 	B	individuals related by blood or marriage forming a family
4.3	Grievance	C	individuals working together for the same organisation
4.4	Platonic relationship	D	staying away from work for whatever reason
4.5	Absenteeism	E	sudden and unforeseen event arising during work and resulting in injury
4.6	Family relationship	F	activities and/or job performance which may include unauthorised use or operation of equipment 
4.7	Industrial accident	G	giving a subordinate the responsibility and authority to do a task
4.8	Delegate	H	agreement from manufacturer to repair or replace a damaged item within certain time
4.9	Professional relationship (Work relationship)	I	life insurance contract to pay a lump sum after a specific term or on death
4.10	Endowment policy	J	dissatisfaction with aspects of organisation

(10 × 1)

[10]**QUESTION 5**

List 10 items that should appear on the housekeeping checklist of a workshop or a factory.

**[10]****TOTAL: 100**