



**higher education  
& training**

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

# **MARKING GUIDELINE**

## **NATIONAL CERTIFICATE INDUSTRIAL ORIENTATION N1**

**24 JULY 2018**

**This marking guideline consists of 6 pages.**

**QUESTION 1: ACCIDENT PREVENTION**

- 1.1
- Failure to wear rubber gloves while working on electric wiring
  - Failure to identify unsafe conditions
  - Working too close to power circuits
  - Irresponsible behaviour around power circuits
  - Working with equipment with frayed electrical wires
  - Operating electrical equipment outside while it is raining
  - Operating machinery without proper training
  - Ignoring workplace instructions
- (Any 7 × 1) (7)
- 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
- Do not break any visible blisters.
  - Do not remove burned clothing stuck to the skin.
  - Do not immerse large severe burns in cold water.
  - Do not try to administer CPR if the person is severely burned.
  - Do not apply any ointment if the person is severely burned.
  - Do not remove all tight items if the person is severely burned.
- (Any 4 × 1) (4)
- [21]**

**QUESTION 2: EMPLOYMENT BENEFITS**

- 2.1
- 2.1.1 When a member terminates his/her services before the retirement age,✓ his/her membership also ceases. He/She would have the right to claim his/her contribution.✓
- 2.1.2 Only long-service employees qualify.✓ Such members will receive in addition to the lump sum payment on retirement an ex gratia benefit paid monthly for the lifetime of the member.✓
- 2.1.3 The money claimed after retrenchment processes.✓ The money will be paid according to the member's contribution unless there is an outstanding agreement between the worker and the employer.✓
- (3 × 2) (6)

- 2.2
- Surgical services by doctors and specialists
  - Hospitalisation
  - Additional operating theatre charges
  - Nursing services
  - Transportation between hospitals
  - Medication
  - Dental services (Any 5 × 1) (5)
- 2.3
- 2.3.1
- Assist people who have lost their jobs
  - Assist people who are temporarily unemployed due to illness
  - Assist people who are pregnant and will not be going to work for some time
  - Assist people who are in a process of adopting a child under the age of two years (Any ONE) (1)
- 2.3.2
- Their money is deducted from their monthly or weekly salaries and paid into the Unemployment Insurance Fund. (1)
- 2.3.3
- (a) six (1)
- (b) eight (1)
- [15]**

### QUESTION 3: ORGANISATIONAL STRUCTURE

- 3.1
- Assist and give direction to clients visiting the department.
  - Take all calls directed to the department.
  - Attend departmental meetings (when requested) to take minutes.
  - Interact professionally with clients visiting the department.
  - Fax, scan, copy all documents as requested.
  - Update the departmental diary on a regular basis. (Any 5 × 1) (5)
- 3.2
- The owner concentrates on management and delegates some responsibilities to the supervisor.
  - All planning is done by the owner with few inputs from other team members.
  - Communication is between informal and formal at times.
  - There is continual interaction between team members.
  - Working hours are long and workers receive a good salary.
  - Workers are highly productive and motivated. (Any 5 × 1) (5)

- 3.3
- Human resources division
  - Academic affairs division
  - Marketing division
  - Finance division
  - Production division
- (5)
- 3.4
- 3.4.1 Established and agreed procedures to be followed in an organisation for passing information from one person to the other
- 3.4.2 Unrecognised and unofficial channels used to pass information from one person to the other in an organisation
- (2 × 1) (2)
- 3.5
- Advertising materials
  - Telephone calls to suppliers
  - Letters to customers
- (3)  
**[20]**

**QUESTION 4: SPENDING OF WAGES**

- 4.1
- 4.1.1 warranty
- 4.1.2 beyond
- 4.1.3 guarantee
- 4.1.4 pay
- 4.1.5 warranty
- (5 × 1) (5)
- 4.2
- The place is always full and very busy at all times.
  - Some items might not be available because they do not stay long on the shelves due to promotions and discounts.
  - The queues are very long at times.
  - The service from staff is more impersonal than in local shops. (Any 3 × 1) (3)
- 4.3
- You get the freedom of knowing that all debts are covered.
  - You enjoy the highest standard of living possible.
  - You can spend hard-earned money wisely.
  - You will slowly realise that you were very wasteful before.
  - It gives you a platform for starting to grow your own savings. (Any 3 × 1) (3)
- 4.4
- Flexi savings accounts
  - Call accounts
  - Spiral accounts
  - Notice deposits
  - Fixed deposits
- (Any 4 × 1) (4)  
**[15]**

**QUESTION 5: INTERPERSONAL RELATIONSHIPS**

- 5.1
- Christians
  - Muslims
  - Hindus
  - Zionists
  - Apostolics
  - Prophets
  - Sabbaths
  - Pentecostals
  - Shembes
- (Any 7 × 1) (7)
- 5.2
- Public criticism creates distance and builds isolation.
  - Employees will resent and resist you when criticised in public.
  - Shaming an individual in public will only create ill-feeling.
  - Workers may lose their temper at times.
- (Any 3 × 1) (3)
- 5.3
- Planning
  - Leading
  - Nurturing
  - Organising
  - Controlling
- (5)  
**[15]**

**QUESTION 6: INDUSTRIAL LABOUR RELATIONS**

- 6.1 Physical prevention by an employer✓ of employees from entering the work premises✓ (2)
- 6.2
- Sick leave
  - Maternity leave
  - Paternity leave
  - Annual leave
  - Family responsibility leave
  - Study leave
- (Any 5 × 1) (5)
- 6.3
- Providing for the control of labour brokers and registrations
  - Prevention and settlement of disputes between employers and employees
  - Registration and regulation of trade unions and employer organisations
  - Establishment of a labour appeals court
  - Establishment of an industrial court
- (Any 3 × 1) (3)

## MARKING GUIDELINE

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6.4	6.4.1	A		
	6.4.2	B		
	6.4.3	C		
	6.4.4	D	(4 × 1)	(4)
				<b>[14]</b>
			<b>TOTAL:</b>	<b>100</b>