



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE INDUSTRIAL ORIENTATION N1

26 July 2021

This marking guideline consists of 7 pages.

INSTRUCTIONS TO MARKERS

1. Mark all the questions.
 2. Follow the answers according to the numbering system used in this question paper.
 3. Use only a red pen.
 4. Make your ticks and crosses neatly and legibly.
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QUESTION 1

- 1.1
- Running around unnecessarily.
 - Loose objects like pipes and pencils on the floor.
 - Ice, wax, oil or other slippery materials on the floor.
 - Small obstacles like waste baskets and open drawers.
 - Heels catching the edges of carpets in lifts and elsewhere.
 - Unsuitable shoes.
 - Negligent horse-play.
 - Leaning back on the rear legs of a chair.
 - Unsafe ladders and stairs.
- (Any 8 × 1) (8)
- 1.2
- Minor burns
 - Major burns
- (2)
- 1.3
- 1.3.1 A medical scheme helps members pay for their health needs,✓ such as nursing, surgery, dental work and hospital accommodation.✓ It is a type of insurance scheme.✓
- 1.3.2 A compulsory contribution✓ to state revenue,✓ levied by the government on workers.✓
- 1.3.3 A fund from which pensions are paid,✓ and it is accumulated from contributions✓ from employees or employers.✓
- 1.3.4 Competition is the act of competing✓ or an effort by two or more independent parties✓ to achieve a desired result.✓
- 1.3.5 A close association✓ between individuals✓ who share common interests and goals.✓
- (5 × 3) (15)
[25]

QUESTION 2

2.1 Withdrawal benefits✓

- Withdrawal benefits are paid to workers who leave work, either through dismissal or resignation, before they are due to retire.✓
- Usually if a worker resigns and withdraws from a pension fund, only the worker's own contributions to the fund are paid out, plus a very small amount of interest on those contributions.✓

Retrenchment benefits✓

- Not all funds allow retrenchment benefits.✓
- If there is a retrenchment benefit scheme, then the worker will usually get his or her own contributions and the employer's contributions as well as full interest.✓

Retirement benefits✓

- The benefit on retirement depends on how long the worker was a member of a fund and the final wages of the worker before the worker went on retirement.✓
- Different funds have different ways of calculating retirement benefits. The rules of each fund set this out.✓

Insured benefits✓

- Insured benefits mean that benefits are paid to the member or the member's spouse and dependants if the member becomes disabled✓ and cannot carry on working, or if the member dies while still employed.✓

(4 × 3) (12)

2.2

- It is expensive and fees are always increasing.
- If an employee has dependants in a rural area, it does not help to have medical aid because there are no private healthcare facilities.
- There are often many hidden costs in the schemes, and the scheme might only pay a small percentage of the costs and the employee has to pay the rest.
- Some medical costs are completely excluded from medical aid schemes.
- Some schemes set limits for benefits.

(5)

2.3

Advantages of decentralised structures	Disadvantages of decentralised structures
Decisions are made by managers who are 'closer to the action'✓	Less central control✓
Managers feel more trusted and get more job satisfaction due to delegation✓	More delegation✓
Decisions can be made much more quickly✓	Decisions taken 'lower down' in the organisation✓
The business can adapt to change much more quickly✓	Authority is given to departments/regions✓

(4 × 2)

(8)

[25]

QUESTION 3

3.1 Call accounts✓

- You can access your money readily by giving the bank notice (usually the bank will require 24 hours' notice).✓
- Interest rates are not impressive, sometimes as low as just over 2%, and they track the fluctuations in the prime interest rate. Most banks offer some kind of call account.✓
- A minimum amount may be required to open a call account.✓

Notice deposits✓

- Notice deposits are investments made for indefinite periods, but you cannot get access to your funds until a specified 'notice period' has been served.✓
- The range of notice periods available is enormous: some banks have a 21-day period and a 32-day period is common, but other products have a 61-day period or even longer.✓
- Usually, the longer the notice period, the higher the interest rate offered (interest rates tend to be a bit more favourable than for call accounts).✓

Fixed deposits✓

- Fixed deposits tie up the investor's money for a term specified in advance. This term may be anything from one month to five years.✓
- The traditional fixed deposit offered a fixed interest rate over the agreed term, which gave the investor certainty about what he or she would earn.✓
- Today, many banks offer 'linked deposits'. There is a guaranteed minimum interest rate, but if interest rates increase during the term, so does the interest paid to the investor.✓

(3 × 4) (12)

3.2

- Higher productivity
- High morale of workers
- Satisfying working conditions
- Improved human relations
- Higher profits
- High stability

(Any 5 × 1) (5)

- 3.3
- Reformist unions✓
Reformist unions aim at preservation of the capitalist economy and the maintenance of competitive production based within the industrial relations.✓
 - Business unions✓
This type of union is built around congenial employee-employer cooperation. Business unions primarily protect the workers' interests by participating in collective bargaining with the employer.✓
 - Friendly or uplift unions✓
These unions aspire to elevate the moral, intellectual and social life of workers. These unions concentrate on health, education, insurance and benefits.✓
 - Political unions✓
The unions gain power through political action. These unions resort to political action to protect the workers' interests.✓

(8)
[25]

QUESTION 4

- 4.1 Platonic
- 4.2 Relationship
- 4.3 Professional
- 4.4 Absenteeism
- 4.5 Industrial accident
- 4.6 Unsafe acts
- 4.7 Delegation
- 4.8 Guarantee
- 4.9 Endowment policy
- 4.10 Grievance

(10 × 1) [10]

QUESTION 5

- 5.1
- Unsafe practice
 - Bulletin boards and safety signs
 - Protective equipment and clothing
 - Floors
 - Stairs, walkways and passages
 - Lighting
 - Material store
 - Machines
 - Buildings
 - Workers' facilities
 - Tools
 - Electricity
 - Pressure system
 - Gases, fumes, noises and dust
 - Material-handling equipment
 - Walls
- (Any 10 × 1) (10)
- 5.2
- Safety boots/shoes
 - Safety goggles
 - Work suits/overalls
 - Protective gloves
 - Hard hats/helmets
 - Dust mask/respirators
 - Leather apron
- (Any 5 × 1) (5)
[15]
- TOTAL: 100**