



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE INDUSTRIAL ORIENTATION N1

15 November 2022

This marking guideline consists of 5 pages.

QUESTION 1

- 1.1
- People tripping over loose objects on the floor.
 - Articles dropping from above.
 - People slipping on oily, wet or dirty floors.
 - People bumping against projecting, poorly piled or badly placed material. (4)
- 1.2
- Heat
 - Fuel
 - Oxygen (3 × 1) (3)
- 1.4 Personal protective equipment✓✓ (2 × 1) (2)
- 1.3
- Dry burns
 - Cold burns
 - Chemical burns
 - Electric burns
 - Radiation burns
 - Scalds (Any 5 × 1) (5)
- 1.5
- | | | | |
|-------|---|--|--|
| 1.5.1 | A | | |
| 1.5.2 | A | | |
| 1.5.3 | B | | |
| 1.5.4 | B | | |
| 1.5.5 | C | | |
| 1.5.6 | C | | |
- (6 × 1) (6)
- [20]**

QUESTION 2

- 2.1 A medical aid is a form of insurance✓ where one pays a monthly amount called a contribution or a premium,✓ in return for financial cover for medical treatment✓ that one may need or any other medical expenses.✓ (4 × 1) (4)
- 2.2
- 2.2.1 Its purpose is to provide employees✓ with a lump-sum payments✓ at the time of exit from their place of employment.✓ (3 × 1) (3)
- 2.2.2 Notice deposits are investments made for indefinite periods✓ and one will not be able to access the funds until a specified 'notice period' has been served.✓ A 32-day period is common for most banks in order to access one's funds.✓ (3 × 1) (3)

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- 2.3
- Gems
 - Bonitas
 - Discovery Health
 - Momentum Health
 - FEDHEALTH
 - MEDSHIELD
 - POLMED
- (Any 3 × 1) (3)
- 2.4 Unemployment insurance fund ✓✓ (2 × 1) (2)
- [15]**

QUESTION 3

- 3.1 Company policies, regulations ✓ and procedures ✓ according to which the company must be managed. ✓ (3 × 1) (3)
- 3.2
- Know your message – don't say too much
 - Get the full attention of the receiver – make use of body language
 - Obtain understanding – ask questions
 - Show interest
 - Know the receiver, group or person – will they understand?
 - Obtain retention and feedback – let the receiver ask questions
 - Listen to what others say
 - Use eye contact
- (Any 7 × 1) (7)
- 3.3
- Charts shows how everybody is linked together which makes employees aware of the communication channel that will be used for messages to reach them.
 - Employees can see their position and power.
 - It shows relationship between departments.
 - It gives people a sense of belonging since they are always in one particular department.
- (Any 3 × 1) (3)
- 3.4
- Employees will know exactly what to do.
 - People who apply can see what they are expected to do.
- (2 × 1) (2)
- [15]**

QUESTION 4

- 4.1 4.1.1 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.✓ An interest rate from 4,62% to 5,85% is earned on fixed deposits.✓ (4 × 1) (4)
- 4.1.2 Notice deposits✓ are investments made for indefinite periods✓ and one will not be able to get access the funds until a specified 'notice period' has been served.✓ A 32-day period is common for most banks in order to access one's funds.✓ (4 × 1) (4)
- 4.1.3 Call accounts✓
The money is 'on call' in these accounts.✓ You can access your money readily✓ by giving the bank notice of at least 24 hours.✓ (4 × 1) (4)
- 4.2
- One gets the goods bought immediately after paying for them.
 - One avoids paying interest when one pays cash. (2)
- 4.3
- Warranty is completely optional✓ and can be expensive.✓
 - Consider the cost of replacing the faulty item✓ and compare this with the cost of the warranty.✓
 - Warranties are legally binding on the company✓ and they are enforceable through the courts if necessary.✓ (3 × 2) (6)
- [20]**

QUESTION 5

- 5.1
- English
 - Afrikaans
 - Ndebele
 - Northern Sotho
 - Southern Sotho
 - Swazi
 - Tsonga
 - Tswana
 - Venda
 - Xhosa
 - Zulu
- (Any 8 × 1) (8)

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- 5.2
- Conforming✓
Peer group pressure: In order to satisfy the need to belong.✓
 - Adventure(experimenting)✓
Innocent experimentation could result in addiction.✓
 - Rebellion against authority✓
Some people consider this this to be an effective way to make their own voices heard.✓
 - Escape from reality✓
Some people take drugs to escape from their problems.✓
 - Pushing✓
Drug peddlers sell drugs to addicts to ensure a regular income and market growth.✓
- (5 × 2) (10)
- 5.3 Friendship is an unconditional interpersonal relationship where there are no formalities✓ and individuals enjoy each other's presence.✓
- (2 × 1) (2)
- [20]**

QUESTION 6

- 6.1
- | | | | |
|-------|------|--|-----|
| 6.1.1 | True | | |
| 6.1.2 | True | | |
| 6.1.3 | True | | |
| 6.1.4 | True | | (4) |
- 6.2
- Poor working conditions
 - Untrained and unqualified supervisors
 - Unfair treatment from management towards the workers
 - Nepotism within the work space
 - When workers feel unsafe and unprotected
 - Constant failure of management to stick to agreements
 - Centralisation of critical sections
- (Any 6 × 1) (6)
- [10]**
- TOTAL: 100**