



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

INDUSTRIAL ORIENTATION N1

(4110011)

27 March 2018 (X-Paper)

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. Rule off across the page on completion of each subsection.
 5. Write neatly and legibly.
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QUESTION 1: ACCIDENT PREVENTION

- 1.1 Give any SIX causes of slipping and falling in the workshop. (6)
- 1.2 Indicate whether the following statements are TRUE or FALSE. Write only 'true' or 'false' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.
- 1.2.1 Damage to equipment is one of the results of an accident.
- 1.2.2 It is very important to have a housekeeping checklist.
- 1.2.3 Rubbish must be placed in properly marked containers, which should be emptied on a daily basis.
- 1.2.4 Suffocation is an example of non-work-related accidents.
- 1.2.5 A first-degree burn involves only the outer layer of the skin.
- 1.2.6 Empty gas bottles should be stored in the office of the workshop supervisor, so that no one sees them as they can be a source of danger.
- 1.2.7 Lubrication of machinery should only be done by the workshop manager.
- 1.2.8 Oxygen, heat and water are all three basic elements for fire.
- 1.2.9 Cleaning and storing tools is NOT part of good housekeeping.
- 1.2.10 Warning signages and posters are only used in engineering workshops and industrial areas. (10 × 1) (10)
- 1.3 State FOUR activities (i.e. what you would DO) when treating a person with major burns, while waiting for emergency medical help to arrive on the scene of the accident. (4) [20]

QUESTION 2: EMPLOYMENT BENEFITS

- 2.1 Briefly describe the following terms as used within pension fund and provident fund schemes:
- 2.1.1 Death benefits
- 2.1.2 Disability benefits
- 2.1.3 Early retirement benefits (3 × 2) (6)

- 2.2 Medical aid schemes help members to pay for their health needs when the need arises.
Name FOUR medical aid schemes that are commonly used in South Africa. (4)
- 2.3 State FIVE benefits you can claim from the Unemployment Insurance Fund. (5)
[15]

QUESTION 3: ORGANISATIONAL STRUCTURE

- 3.1 Name, and explain, THREE important features of an organisational chart. (3 × 2) (6)
- 3.2 Give the characteristics of a large company. (5 × 1) (5)
- 3.3 Name FOUR different forms of decentralisation. (4)
- 3.4 Name TWO types of communication commonly used in organisations. (2)
- 3.5 Give THREE examples of internal communication in an organisation. (3)
[20]

QUESTION 4: SPENDING OF WAGES

- 4.1 Complete the following paragraph on warranties and guarantees by choosing the correct word or words from those given in brackets. Write only the word or words next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.
A (4.1.1 ... guarantee/warranty) is (4.1.2 ... an agreement/a promise) from the (4.1.3 ... manufacturer/customer) confirming that they will either repair or (4.1.4 ... replace/insure) an item if something goes wrong within a certain period of time (4.1.5 ... after/before) you buy it. (5 × 1) (5)
- 4.2 Give FOUR advantages of buying at large supermarkets. (4)
- 4.3 Name SIX essentials to bear in mind when drawing up a personal budget. (6)
[15]

QUESTION 5: INTERPERSONAL RELATIONSHIPS

- 5.1 Today's youth are exposed to all kinds of drugs, and these drugs can have harmful side effects and can ultimately lead to death.
Name SEVEN types of drugs that the youth of today are exposed to on a daily basis. (7)

- 5.2 A supervisor plays a very important role in managing as well as motivating the workers at all times.
Give THREE benefits of a supervisor praising workers in public. (3)
- 5.3 You have been appointed as a technical supervisor at G.G Technologies.
Explain how you would prevent conflict in your department (5 × 1) (5)
- [15]**

QUESTION 6: INDUSTRIAL LABOUR RELATIONS

- 6.1 A grievance may be described as any discontent or dissatisfaction that the workers have in the workplace that affects their performance.
Give FIVE sources of employee grievances. (5)
- 6.2 Trade unions are there to protect the workers.
State SIX functions of a trade union. (6)
- 6.3 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (6.3.1 – 6.3.4) in the ANSWER BOOK.
- 6.3.1 Industrial relations covers the areas of ...
A collective bargaining and labour legislation.
B introduction of members and organisational act.
C grievances and normal cooperation at work.
D discipline and normal cooperation at work.
- 6.3.2 There are different types of trade unions.
Which ONE of the following is NOT a type of trade union?
A Reformist unions
B Trade unions of South Africa
C Business unions
D Political unions
- 6.3.3 Which ONE of the following is NOT a form of industrial dispute?
A Strike
B Lock-out
C Grievance procedure
D Lay-off

6.3.4 The meaning of the acronym COSATU:

- A Confederation of South African Trade Unions
- B Commission of South African Trade Unions
- C Congress of South African Trade Unions
- D Council of South African Trade Unions

(4 × 1) (4)
[15]

TOTAL: 100

