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T810(E)(M31)T
APRIL EXAMINATION
NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N3
(4110033)
31 March 2016 (X-Paper)
09:00–12:00

This question paper consists of 5 pages.
DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
INDUSTRIAL ORIENTATION N3
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. Start each question on a NEW page.
5. Write neatly and legibly.
QUESTION 1

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 To promote standardisation in trade and industry is one of the objectives of the Council for Scientific and Industrial Research (CSIR).

1.2 The aim of the CSIR is the development of national services.

1.3 An advantage of a close corporation is that registration is cheaper than that of a company.

1.4 Inability to change is one of the weaknesses that can lead to tension in the industry.

1.5 Education refers to activities aimed at developing knowledge, morals and values.

1.6 One of the functions of a supervisor is not to control.

1.7 Delegating may be defined as what a supervisor does when he/she does not trust subordinates with responsibilities.

1.8 Control is the task of a subordinate to determine the value of the work performed.

1.9 One of the aspects to prevent accidents is to teach workers not to act safely.

1.10 Faulty tools cause unsafe working conditions. (10 x 1) [10]

QUESTION 2

2.1 What is the meaning of the ISO 9000 series? (1)

2.2 Describe THREE types of finances offered by the Industrial Development Corporation. (3 x 2) (6)

2.3 Define a modern business venture. (2)

2.4 List FOUR factors in choosing the form of a business venture. (4 x 1) (4)

2.5 Describe the advantages of a one-man business. (7 x 1) (7) [20]
QUESTION 3

3.1 State SIX basic guidelines a supervisor must follow to ensure a sound relationship with subordinates. (6 x 1)  

3.2 A supervisor must realise that on account of his organisational position, he must manage in four directions.

List the FOUR important directions of managing. (4 x 1)  

3.3 A CNC operator is needed in the Mechanical workshop.

Name and describe FIVE rules that a supervisor must apply in the selection of workers for this job. (5)  

3.4 When we wish to appreciate more fully the meaning of work to a person, we should note that specific deep-lying human needs must be satisfied through being able to work.

Discuss the human need for independence through work. (3 x 1)  

3.5 Discuss the difference between education and training. (2 x 3)  

3.6 Name ONE government training institution in South Africa. (1)  

QUESTION 4

4.1 State FIVE possible unsafe conditions in a workshop. (5 x 1)  

4.2 Define the term environment. (3 x 1)  

4.3 There is a big difference between a natural leader and a managerial leader.

Tabulate FIVE distinctive characteristics of these differences. (5 x 2)  

4.4 Define planning. (2)
QUESTION 5

5.1 Policies are permanent decisions applicable to questions and problems which repeatedly crop up throughout an undertaking.

List SEVEN advantages attached to policy in an undertaking.  
(7 x 1)  (7)

5.2 Subordinates expect their superiors to take decisions that make sense and are practical.

Describe the decision making process.  
(7 x 1)  (7)

5.3 It is the supervisor’s responsibility to create a climate of acceptance for the newcomer in his section and wherein he can achieve maximum productivity as soon as possible.

Describe the supervisor’s role in respect of the newcomer during the induction process.  
(7 x 1)  (7)

5.4 Control is the managerial task to determine the value of the work performed.

5.4.1 Where does the most effective control take place?  
(2)  (2)

5.4.2 Give TWO reasons for your answer.  
(2 x 1)  (2)

[25]

TOTAL: 100
MARKING GUIDELINE

NATIONAL CERTIFICATE
APRIL EXAMINATION
INDUSTRIAL ORIENTATION N3

31 MARCH 2016

This marking guideline consists of 5 pages.
QUESTION 1

1.1 False
1.2 True
1.3 True
1.4 True
1.5 True
1.6 False
1.7 False
1.8 True
1.9 False
1.10 True

(10 x 1) [10]

QUESTION 2

2.1 The ISO 9000 series covering the field of quality management systems (1)

2.2
- Medium-term loans ✓ – mainly for property, plant and equipment ✓
- Susceptive sale and lease finance ✓ – for plant and equipment ✓
- Ordinary and preference share capital ✓ – in respect of new projects where the IDC shares responsibility for the venture ✓ (3 x 2) (6)

2.3 A modern business venture is an independent undertaking with the aim or purpose to make the capital invested in it profitable ✓ and in anticipation of the demand selling goods and services to the market with the capital risk attached to it ✓ (2)

2.4
- Independence of the business venture
- Continuity of the undertaking
- Measure of direct control
- Participation in management
- Liabilities of participants
- Possibility of investment of outside capital (Any 4 x 1) (4)

2.5
- It can be started without a great deal of legal formalities with a low establishment cost.
- It can be closed just as easily as it started.
- The owner has the sole right to the profits.
- Sole right to profits serves as an incentive to achieve success in business.
- The business is conducted in a simple manner.
- Can be easily adapted to changed circumstances.
- Credit-worthiness may be low in specific circumstances.
- There is personal contact with and personal services rendered to clients and customers. (Any 7 x 1) (7)

[20]
QUESTION 3

3.1 • Keep subordinates informed.
• Obtain their participation.
• Represent your subordinate before your superiors.
• Do not violate the line of authority.
• Give credit where due.
• Be honest and sincere at all times. (6 x 1) (6)

3.2 • Manager supervises himself.
• He manages downwards.
• He manages horizontally at his own level.
• He manages upward. (4 x 1) (4)

3.3 • Determine work requirements
• Determine qualification requirements
• Compare applications with post requirements
• Apply tests
• Conducting of interviews
• Select applicant (Any 5 x 1) (5)

3.4 • It's a natural need for man to wish to be independent.
• The independence through work, exertion and striving gives a person a feeling of self-respect, pride and self-confidence.
• Through zealous labour and exertion a person can achieve the necessary measure of independence and command respect which enables him/her to achieve full self-realisation. (3 x 1) (3)

3.5 Education – refers to the activity of developing knowledge, moral values and understanding. ✓
It is the basic knowledge rather than applied skill. ✓
Basic education is received at a school or college. ✓

Training – refers to the use of specific means to inculcate specific learning and techniques that can be identified and continually improved. ✓ ✓
Training is an effort to teach specific skills, knowledge or attitudes to serve a specific purpose. ✓ (2 x 3) (6)

3.6 • The Department of Manpower
• The National Training Board (Any 1 x 1) (1)

[25]
QUESTION 4

4.1 • Insufficient protection
   • Unsafe designed machines
   • Wet or dirty floors
   • Insufficient lighting
   • Insufficient ventilation
   • No protective equipment
   • Disorderly stacking
   • Crowded spaces/places
   • Mechanical defects
   • Faulty tools
   • Unsafe working methods  (Any 5 x 1) (5)

4.2 The environment consists of all the physical, ✓ biological, ✓ social✓ and cultural factors✓ (3)

4.3

<table>
<thead>
<tr>
<th>Natural leader</th>
<th>Managerial leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Promotes personal interest</td>
<td>Promotes group interest</td>
</tr>
<tr>
<td>2 Lays emphasis on operational work</td>
<td>Specialises in managerial work</td>
</tr>
<tr>
<td>3 Centralised decision making</td>
<td>Decentralisation of authority</td>
</tr>
<tr>
<td>4 Impulsive actions</td>
<td>Reasoned action</td>
</tr>
<tr>
<td>5 Uni-directional communication</td>
<td>Effective communication</td>
</tr>
<tr>
<td>6 Direct control</td>
<td>Control by exception</td>
</tr>
<tr>
<td>7 Dissatisfied group members</td>
<td>Satisfied group members</td>
</tr>
<tr>
<td>8 Lack of new ideas</td>
<td>Acceptance of ideas</td>
</tr>
<tr>
<td>9 Unpredictable action</td>
<td>Predictable action</td>
</tr>
</tbody>
</table>

(Any 5 x 2) (10)

4.4 Planning is the work a supervisor must do to determine future action✓ in advance✓ (2)

[20]
QUESTION 5

5.1 **Advantages of policy**
- It serves as a guide for action under certain circumstances in respect of repetitive problems.
- It eliminates disputes.
- It saves time in making of decisions on the same type of problems.
- It leads to uniformity of action in similar situations.
- It serves as an aid in delegation and accepting responsibilities.
- Encourages teamwork.
- It assists in training.

5.2
- Examine each aspect of the problem which could have a possible effect and ascertain its meaning.
- By collecting and analysing the facts the problem can be more or less pinpointed.
- Effect amendments if necessary. Determine if the problem is solved.
- The logical step now is to search for alternative solutions.
- Now select a solution out of the alternatives.
- Implement the chosen alternative solution.
- It is now necessary to ask the following questions: Who should do it, where must it be done, what method should we use and how should it be done? (7 x 1)

5.3
- That the first meeting between the supervisor and the new employee takes place in a jovial and relaxed atmosphere.
- That he is introduced to the manager or the divisional heads.
- That he is introduced to his colleagues.
- That he is made familiar with his working place.
- That the organisational background of his function is explained to him.
- That the duties and functions of the post which he is going to occupy are explained to him.
- Take a short tour through the section.
- Appoint a mentor to help and assist him until he is fully settled down.

5.4
5.4.1 The most effective control is exercised at the place where the work is being done. ✓ ✓

5.4.2 At this point the supervisor is given the opportunity of controlling manpower, ✓ materials, ✓ money resulting in saving money. ✓ (2 x 1)

**TOTAL:** 100
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