



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SUPERVISION IN INDUSTRY N3

15 April 2024

This marking guideline consists of 6 pages.

QUESTION 1

- 1.1 Plant housekeeping means a place for everything✓ and everything in its place all the time✓ (2)
- 1.2
- Improper placement
 - Improper loading
 - Improper lifting
 - Stacking in walkways
 - Stacking in front of doorways and emergency exits
 - Failure to secure
 - Failure to follow procedure/policy/practice
 - Failure to check/monitor
- (Any 4 × 1) (4)
- 1.3
- Dirt should be removed daily from all workshops, offices, passages, staircases, bathrooms and any other rooms.
 - Notices should be put up to remind workers to keep the working place clean.
 - Spitting is dangerous to the health of others; display notices reminding workers that spitting in working areas is not allowed.
 - Wastepaper bins and baskets should be placed conveniently for workers to dispose of waste.
 - Bins should be emptied and cleaned every day preferably outside of working hours to avoid health risks.
 - Care must be taken with pest control to prevent, for example, rats, mice, mosquitoes and insects from infesting the workplace as this is a huge health risk to the workers.
 - Bathrooms and toilets should be cleaned and always sanitised.
 - Workstations and offices must be clean.
- (Any 4 × 1) (4)

[10]

QUESTION 2

- 2.1
- | | |
|-------|-------|
| 2.1.1 | True |
| 2.1.2 | False |
| 2.1.3 | False |
| 2.1.4 | True |
| 2.1.5 | False |
- (5 × 1) (5)
- 2.2
- Develop adequate sources of labour supply.
 - Prepare and use job specifications.
 - Carefully go through the application forms.
 - Conduct thorough, prepared interviews.
 - Conduct employee tests where possible.
 - Select candidates from screened applicants.
 - Request police clearance certificates.
 - Verify authenticity of qualifications/references/testimonials.
 - Provide training in good interviewing practices.
- (Any 5 × 1)

- 2.3
- High incident/accident rates
 - Work requires more effort
 - Jobs take more time
 - Frequent complaints about job
 - Difficulty in recalling instructions, details
 - Increasing difficulty handling complex assignments
 - Difficulty recalling own mistakes
 - Alternate periods of high and low productivity
 - Frequent assistance from co-workers to complete assignments
 - Mistakes due to inattention or poor judgment
 - Wasting material
 - Making poorly contemplated decisions
 - Complaints from customers
 - Excuses for poor performance
- (Any 5 × 1) (5)
[15]

QUESTION 3

- 3.1
- | | |
|-------|-------|
| 3.1.1 | True |
| 3.1.2 | False |
| 3.1.3 | True |
| 3.1.4 | False |
| 3.1.5 | True |
- (5 × 1) (5)
- 3.2
- 3.2.1 Public meetings are open✓ to anyone in the public.✓ They are held in public places✓ such as stadiums, school halls and community halls.✓
(Any 3 × 1)
- 3.2.2 Private meetings are closed meetings✓ and only certain people may attend.✓ These are usually held on private property.✓
(2 × 3) (6)
- 3.3
- Special interview/job interviews
 - Meetings
 - Conferences
 - Company magazines
 - Bulletin boards
 - Memo reports
 - Orders
 - Emails
 - Informal talks
 - Planned appointments
 - Electronic media (instant messaging IM, blackberry messenger BBM, video chat, blogs, social networks)
- (Any 4 × 1) (4)
[15]

QUESTION 4

- 4.1 A positive approach in which management presumes✓ that most people view work as being natural and they try to achieve.✓ They can learn to accept and even look for responsibility.✓ They will exercise self-direction and self-control✓ if they understand their part in achieving company objectives.✓ (5)
- 4.2
- Physiological needs/basic needs
 - Safety and security
 - Social needs/companionship
 - Self esteem
 - Self-actualisation (Award marks if the order is not in sequence) (5)
- 4.3
- Interpersonal relations
 - Working conditions
 - Company benefits/pension
 - Paid insurance
 - Job security
 - Holidays
 - Salary/good pay
 - Job titles/status
 - Company policy
 - Supervision/leadership
 - Personal life (Any 5 × 1) (5)
- [15]

QUESTION 5

- 5.1
- | | |
|-------|---|
| 5.1.1 | C |
| 5.1.2 | D |
| 5.1.3 | B |
| 5.1.4 | E |
| 5.1.5 | A |
- (5 × 1) (5)
- 5.2
- Carelessness
 - Laziness
 - Lack of respect for authority
 - Dishonesty
 - Lack of initiative
 - Lateness
 - Lack of motivation
 - Poor management
 - Lack of training/information
 - Personal problems (e.g., financial problems)
 - Poor quality control practices
 - Failure by management to apply disciplinary measures (Any 5 × 1)

- 5.3
- Be aware of the importance of control of absenteeism.
 - Ensure that your records are accurate.
 - Train thoroughly.
 - Be consistent in the enforcement of rules.
 - Ensure that employees understand from the beginning that high absenteeism will not be permitted.

(5)
[15]

QUESTION 6

- 6.1
- 6.1.1 Restrictive
 - 6.1.2 Production
 - 6.1.3 The advice of subordinates
 - 6.1.4 Obey out of fear of punishment
 - 6.1.5 Too lenient

(5 × 1) (5)

- 6.2
- The practice of being honest/truthful and showing consistency of actions, ✓ values, methods, measures, principles, expectations and outcomes. It implies or suggests a deep commitment to doing the right thing ✓ for the right reason, ✓ regardless of the circumstances, or whether others are watching. ✓

(4)

- 6.3
- 6.3.1
 - Democratic, sensitive to subordinates as being human.
 - Productivity will not necessarily increase.
 - Subordinate's job satisfaction will normally increase.
 - 6.3.2
 - Autocratic, concerned with the task/job at hand.
 - Productivity will usually increase.
 - Job satisfaction might decrease.

(2 × 3) (6)
[15]

QUESTION 7

- 7.1
- Understand human behaviour
 - Recognise and respect people's individuality and encourage others to do the same
 - Treat people fairly, with respect and courtesy
 - Apply the principle of good listening skills
 - Be optimistic and positive
 - Be sensitive to the needs of others
 - Deal effectively with conflict
 - Clear up misunderstandings as soon as they occur
 - Practice good/clear/accurate communication
 - Recognise/acknowledge work that is done well
 - Allow participation in decision-making and encourage input to make employees feel valued
 - Create opportunities for healthy social interaction
 - Get to know his/her subordinates

(Any 6 × 1)

7.2	• Threatening workers • Making false promises • Political or religious discussions • Display impatience • Argue with subordinates • Discipline subordinates in public • Be a bad example, e.g., always late • Make racist remarks or display racist behaviour • Disrespectfully address subordinates • Gossiping	(Any 6 × 1)	(6)
7.3	• Respect the individual • Provide knowledge and understanding • Recognise a job well done/show appreciation/acknowledgement • Develop good communication skills • Develop good listening skills • Build trust • Avoid gossiping • Practise inclusion/involvement in decision-making • Develop a desire in the individual to excel	(Any 3 × 1)	(3)
			[15]
		TOTAL:	100