higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N5

20 November 2024

This marking guideline consists of 7 pages.

Copyright reserved

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

2.1
- Job/task rotation✓ − having an employee on a routine, repetitive job move from one job to another may relieve boredom and monotony.✓
- Job/task enlargement✓ − Adding more and different tasks at the same level to a specialized job. This adds variety.✓
- Job/task enrichment✓ −This method expands vertically by adding higher-skill activities and by delegating greater authority.✓ (3 × 2) (6)

2.2 A formalized system for determining the relative money value of jobs within an organization.✓ It involves the analysis of jobs for the purpose of writing job descriptions and specifications,✓ rating of these jobs through use of a job evaluation plan,✓ and conversion of relative job values to definite wage rates.✓ (4)

[10]

QUESTION 3

Learnerships constitute a partnership between a learner, an employer and a training provider✓ who will enter into an agreement whereby the learner will work for the employer, thereby gaining practical experience✓ of a specific nature and duration and will also participate in a structured learning component offered by the training provider.✓ The learnership must lead to a qualification registered with SAQA and must relate to a qualification.✓ All learnerships are registered with the Director-General in the prescribed manner.✓ **[5]**

QUESTION 4

- Take reasonable care for the health and safety of himself✓ and of other persons who may be affected by his acts or omissions.✓
- With regard to any duty or requirement on his employer or any other person by this Act, ✓ co-operate with such employer or person to enable that duty or requirement to be performed or complied with. ✓
- Carry out any lawful order given, ✓ and obey the health and safety rules and procedures laid down by his employer in the interest of health and safety.✓
- If any situation which is unsafe or unhealthy comes to his attention, as soon as practicable, report such situation to his employer✓ or to the health and safety representative who shall report it to the employer.✓
- If he is involved in any incident which may affect his health or cause an injury to himself, report such incident to his employer or to his health and safety representative,✓ as soon as practicable but not later than the end of the particular shift during which the incident occurred.✓ (5 × 2) **[10]**

QUESTION 5

5.1
- Correct use of language
- Economy of words
- Unity and coherence
- Readability
- Simplicity (5)

5.2
- The secretary compiles the notice and agenda of a meeting in collaboration with the chairperson and sends these documents to the members.
- The secretary prepares all the necessary documents for a meeting, organises the venue and keeps a list of members.
- Does the correspondence and drafts the minutes. Duplicates it and circulates to the members.
- Responsible for the general administrative work and all the legal aspects of the organisation.
- The secretary is responsible for matters of finance if no treasurer has been appointed. (5)

[10]

Copyright reserved

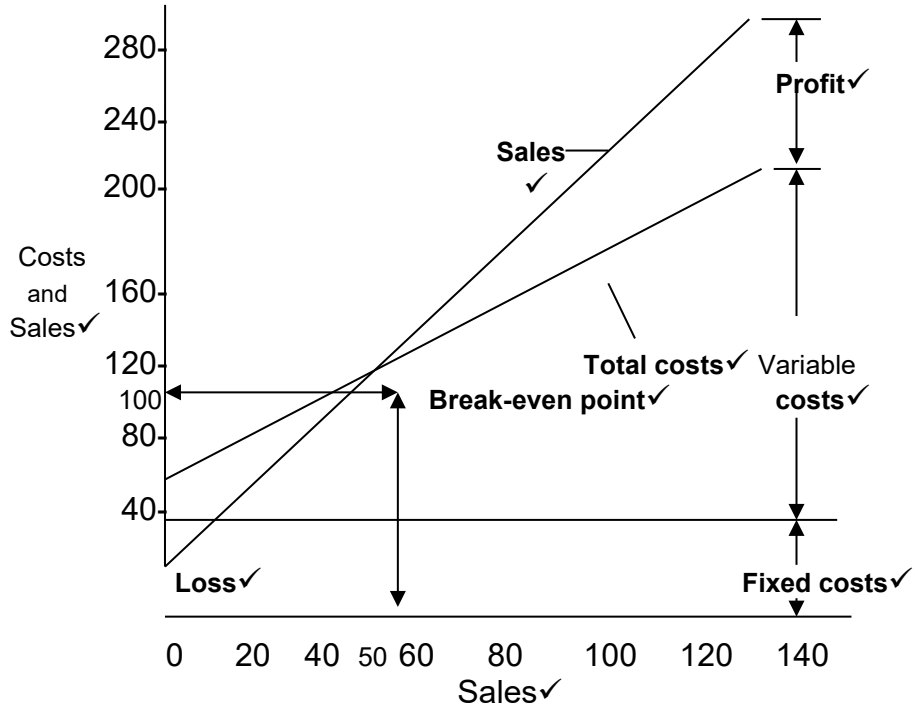
QUESTION 6

6.1
- Ability
- Knowledge
- Motivation
- Individual education
- Experience
- Levels of aspiration
- Work schedules
- Training
- Organisational groupings
- Personnel policies
- Leadership
- Pay practices (Any 5 × 1) (5)

6.2
- It forces management to plan, because it's impossible to make a time-event analysis without planning.
- It forces planning all down the line, because each subordinate manager must plan the event for which he or she is responsible.
- It concentrates attention on critical elements that may need correction.
- It makes possible a kind of feed-forward control; a delay will affect succeeding events.
- The network system with its subsystems makes possible aiming of reports and pressure of action at the right spot and level in the organization structure at the right time. (5)

[10]

QUESTION 7

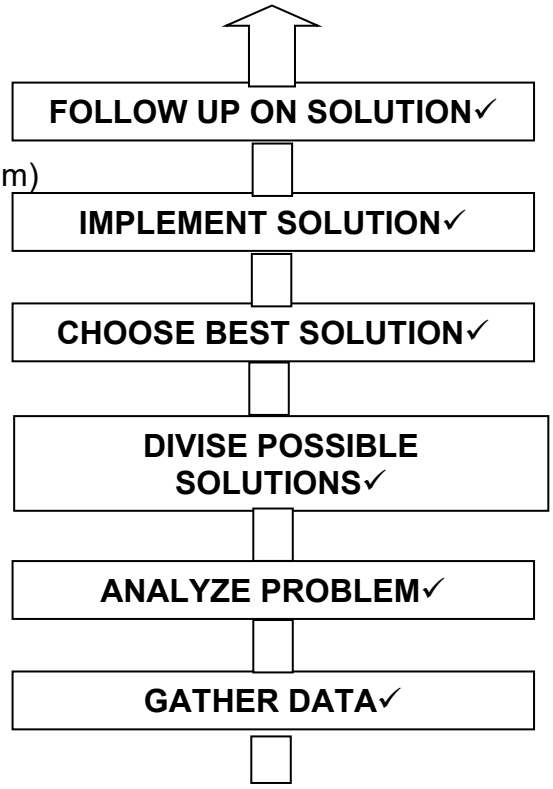


(1 mark for each correct label. 1 marks for correct break-even point) **[10]**

QUESTION 8

8.1 A quality circle is a study group of volunteers✓ (5 to 15 people) getting together on a regular basis to examine and suggest solutions to problems of quality.✓ These are people who are directly involved in the system and discuss problems/obstacles that block good quality.✓ (They may then present their findings to management for approval. (3)

8.2



√ (1 mark for diagram)

NOTE: Subtract TWO marks if the sequence is incorrect. (7)
[10]

QUESTION 9

- It must be administratively practical.✓ Organizations fail to utilize various loss-control program tools that could benefit them because they are apprehensive about their ability to deal with the apparently sophisticated techniques involved.✓
- The measuring criterion should be quantifiable.✓ In selecting a criterion that can be quantified, the loss-control manager increases the probability that it will be accepted as a solid technique because of the objectivity implied in quantification.✓
- It should be a valid measurement of what it is supposed to represent.✓ Safety managers considered a disabling injury-rate as a measurement of a safety performance rather than a measurement of the occurrence of a very limited number of reported accidents that terminated in certain loss.✓
- It should be objective and error-free as possible.✓ Techniques must be employed that minimize the possibility of individual bias entering the measuring system. √
- A good measuring system should be understandable.✓ The easier it is for a measurement to be understood on sight and to stand on its own, the more certain it can be that management has been provided with a tool it can relate to and can use with others.✓
- A measuring tool should be sensitive to change.✓ It must accurately reflect changes that take place within the system it is designed to measure. Allowances for such probabilities should be considered in planning.✓ (5 × 2) **[10]**

QUESTION 10

10.1

10.1.1	C
10.1.2	H
10.1.3	D
10.1.4	J
10.1.5	G
10.1.6	A
10.1.7	I
10.1.8	F
10.1.9	E
10.1.10	B

(10 × 1) (10)

10.2
- Consider the grievance as important.
- Keep the conversation private and confidential.
- Listen to the grievance.
- Create the right atmosphere.
- Obtain insight.
- Look before you leap. Think before you begin.
- Closing the interview.
- Make a decision.
- Follow up.

(Any 5 × 1) (5)
[15]

TOTAL: 100

Copyright reserved