



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1710(E)(M28)T

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N6

(4110526)

28 March 2019 (X-Paper)

09:00–12:00

This question paper consists of 4 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N6
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. Write neatly and legibly.
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QUESTION 1

Describe the following terms with regard to your work environment:

- | | | | |
|-----|------------------------|---|-------------|
| 1.1 | Arbitration | | (10) |
| 1.2 | Collective bargaining | | (5) |
| 1.3 | Grievance procedure | | (5) |
| 1.4 | Labour contract | | (10) |
| 1.5 | Unfair labour practice | ⌘ | (5) |
| | | | [35] |

QUESTION 2

Consider the Basic Conditions of Employment Act 1997, as amended, and explain the regulations with regard to the following aspects:

- | | | | |
|-----|-------------------------|---|---------------------|
| 2.1 | Ordinary hours of work | | |
| 2.2 | Overtime | ⌘ | |
| 2.3 | Compressed working week | | |
| 2.4 | Meal interval | | |
| 2.5 | Night work | | |
| | | | (5 × 3) [15] |

QUESTION 3

You as a supervisor want to bring the work ethics to the attention of employees.

Use key concepts and explain and underpin the concepts. **[9]**

**QUESTION 4**

Discuss the advantages of informal groups you would suggest to the group members in order for them to establish the desired outcomes when forming the informal groups. **[10]**

QUESTION 5

Explain the thought processes that an employee could have experienced which could have enhanced a certain emotional disturbance.



Refer in the answer to the employee's perspective regarding his/her self-esteem.

[20]

QUESTION 6

Time loss is often neglected when calculating the loss from incidents.

Name the THREE employees involved and give EIGHT examples of their actions following an incident.



[11]

TOTAL: 100