



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

T1710(E)(J24)T

NATIONAL CERTIFICATE

SUPERVISORY MANAGEMENT N6

(4110526)

24 July 2018 (X-Paper)
09:00–12:00

This question paper consists of 3 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
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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

Name TEN outside emergency aid organisations you would include in emergency standard operating procedure in your organisation.

[10]**QUESTION 2**

Discuss the SEVEN Habits of Highly Effective People by Stephen R Covey.

[10]**QUESTION 3**

Informal groups are very essential in an organisation.

Discuss the advantages of these groups.

[10]**QUESTION 4**

Define and expand on the qualities and skills that you would attribute to a good supervisor.

[30]**QUESTION 5**

Mentoring programmes are installed to assist employees in dealing with training and skills.

How and what will you do to install a programme of this nature?

[20]**QUESTION 6**

Discuss the processes that make management by objectives (MBO) ideal for use as a performance appraisal tool.

[20]**TOTAL: 100**