

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
SUPERVISORY MANAGEMENT N6
TIME: 3 HOURS
MARKS: 100

APRIL 2013

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

Define and expand on all the qualities and skills that a supervisor should have. [30]

QUESTION 2

A learnership programme is not going according to plan. After investigation the need for a mentoring programme is established. Install the latter programme explaining in detail every action. [20]

QUESTION 3

Discuss the SEVEN habits of Highly Effective People by Stephen R Covey. [10]

QUESTION 4

Discuss the processes that make management by objectives (MBO) ideal for use as a performance appraisal tool. [20]

QUESTION 5

Discuss the advantages of conducting discussions and planning in informal groups. [10]

QUESTION 6

Name 10 outside emergency aid organisations you would include on an emergency telephone calling card. [10]

TOTAL: 100