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| **KNOWLEDGE TEST** | |
| Qualification | 103150 OC: Retail chain store manager |
| Knowledge module | KM03 Concepts and principles of leading teams in a retail chain store |

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| Learner surname |  |
| Learner full names |  |
| Learner ID number |  |
| Date |  |

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| Total possible marks | 288 | Minimum marks required (80%) | 230 |

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| **INTERNAL ASSESSMENT CRITERIA** | **QUESTION** | **GUIDELINES FOR ANSWER** | **MARKS** |
| KM03 IAC0101 | 1. Explain what retail management is (definition) |  | 5 |
| KM03 IAC0101 | 1. List the 4 main functions of management and give one example of a task that a retail chain store manager performs for each function. |  | 10 |
| KM03 IAC0102 | 1. Explain the purpose of planning in a retail store |  | 5 |
| KM03 IAC0102 | 1. Explain the steps of planning for a retail chain store manager. Give examples. |  | 9 |
| KM03 IAC0103 | 1. Explain why the management function of organising is important in a retail store. |  | 2 |
| KM03 IAC0103 | 1. Explain the organising function with steps for organising for a retail chain store manager. |  | 9 |
| KM03 IAC0104 | 1. Explain the leading function for a retail chain store manager |  | 12 |
| KM03 IAC0105 | 1. Explain the steps in the controlling function |  | 4 |
| KM03 IAC0105 | 1. Explain why the controlling function is important |  | 2 |
| KM03 IAC0106 | 1. Explain problem solving and decision making |  | 3 |
| KM03 IAC0106 | 1. Explain the steps in decision making |  | 10 |
| KM03 IAC0202 | 1. Explain the difference between leadership and management |  | 6 |
| KM03 IAC0201 | 1. List and explain 5 roles of a leader |  | 10 |
| KM03 IAC0205 | 1. Explain what situational leadership is |  | 4 |
| KM03 IAC0203 | 1. Explain motivation as a process |  | 12 |
|  | 1. Explain the concepts of formal groups and informal groups in an organisation |  | 4 |
| KM03 IAC0204 | 1. List the stages of development of a team. Give examples of behaviour during each stage. You may draw a diagram |  | 9 |
| KM03 IAC0301 | 1. Explain the concept of self-management. Include in your answer the keys to self-management |  | 10 |
| KM03 IAC0301 | 1. Explain the concept of self-analysis as part of self-management. |  | 2 |
| KM03 IAC0301 | 1. Explain the concept of gap analysis as part of self-management and self-development. Include in your answer an explanation of what gap analysis is and what the purpose thereof is.   Also give one example of a tool you can use for self-analysis and gap analysis |  | 5 |
| KM03 IAC0303 | 1. Explain the concept of planning for self-development, by listing and explaining the steps |  | 12 |
| KM03 IAC0304 | 1. Explain self-disciplining and positive reframing. Give an example of positive reframing by giving a negative thought and then a reframed thought. |  | 5 |
| KM03 IAC0302 | 1. Explain four factors that impact on self-image |  | 10 |
| KM03 IAC0305 | 1. Explain what self-motivation is and discuss 4 factors that impact on self-motivation. |  | 10 |
| KM03 IAC0306 | 1. Explain the impact of procrastination on self-development |  | 5 |
| KM03 IAC0401 | 1. Discuss the role players in the industrial relations landscape of South Africa |  | 20 |
| KM04 IAC0402 | 1. Explain the principles of discipline as described in the Code of Good Practice attached to the Labour relations Act |  | 6 |
| KM04 IAC0402  KM04 IAC0403 | 1. List the 6 steps for a fair disciplinary procedure |  | 6 |
| KM04 IAC0402 | 1. Discuss what an unfair dismissal is |  | 5 |
| KM04 IAC0402 | 1. Describe the consequences if fair discipline and grievance procedures are not followed |  | 3 |
| KM04 IAC0404 | 1. Explain the purpose of a recognition agreement. |  | 7 |
| KM03 IAC0501 | 1. Describe the impact of the Labour relations Act on team leadership in a retail chain store |  | 3 |
| KM03 IAC0502 | 1. Describe the impact of the Basic Conditions of Employment Act on team leadership in a retail chain store |  | 5 |
| KM03 IAC0503 | 1. Describe the impact of the Employment Equity Act on leadership in a retail chain store |  | 5 |
| KM03 IAC0505 | 1. Describe the impact of the Skills Development Act on leadership in a chain store |  | 4 |
| KM03 IAC0506 | 1. Discuss the impact if the Minimum Wage Act on leadership in retail chain stores |  | 4 |
| KM03 IAC0504 | 1. Discuss the impact of the Sectoral Determination for wholesale and retail on leadership in the retail chain store |  | 2 |
| KM03 IAC0601 | 1. Discuss the primary and secondary dimensions of diversity. Give 5 examples for each. |  | 12 |
| KM03 IAC0602 | 1. Discuss what diversity management is |  | 3 |
| KM03 IAC0602 | 1. Discuss how the retail chain store manager can manage diversity |  | 8 |
| KM03 IAC0603 | 1. Discuss and give 3 examples of typical stereotyping |  | 5 |
| KM03 IAC0604 | 1. Discuss what characteristics an environment has that is conducive for cultural diversity |  | 10 |
| KM03 IAC0605 | 1. Discuss the principles of dealing with cultural conflict |  | 10 |
| KM03 IAC 0701 | 1. Describe the management standards used in Human resources management |  | 7 |
| KM03 IAC0703 | 1. Describe the role of the chain store manager and Store Support centre in HR management |  | 2 |
| KM03 IAC0706 | 1. Describe the role of the chain store manager and Store Support Centre in administrative requirements relating to staff |  | 3 |