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| **KM-01 KNOWLEDGE TEST** | |
| Qualification | 522201000 OC: Retail supervisor |
| Knowledge module | KM01 Concepts and principles of supervising wholesale or retail staff |

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

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| Total possible marks | 290 | Minimum marks required (70%) | 203 |

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| **INTERNAL ASSESSMENT CRITERIA** | **QUESTION** | **MARKS** |
| KM01 IAC0101 | 1. Explain the role of the supervisor in wholesale and retail. Break your answer down into the four functions of management and list 4 tasks under each function. | 20 |
| KM-01 IAC0102 | 1. Compare 3 leadership styles by listing them, describing their main features and indicating when each style is appropriate. | 15 |
| KM-01 IAC0103 | 1. Discuss why ethics is important for a supervisor. Give 2 examples of ethical behaviour by supervisors. | 5 |
| KM-01 IAC0104 | 1. Give 3 examples of how authority can be abused by a supervisor explain and the impact on the team. | 5 |
| KM-01 IAC0105 | 1. Explain the differences between leadership and supervision. | 6 |
| KM-01 IAC0106 | 1. Explain why continuous personal development is important for a supervisor. Give 3 examples of further development that could assist a supervisor. | 5 |
| KM-01 IAC0107 | 1. List and describe the two main models of decision making | 4 |
| KM-01 IAC0108 | 1. Explain the concept of self-management and discuss 3 elements that impact on the wholesale and retail supervisor | 15 |
| KM-01 IAC0109 | 1. Discuss 4 problem solving theories with examples of when each is appropriate. | 16 |
| KM-01 IAC1010 | 1. Describe briefly what each of the following employment laws cover:  * Basic Conditions of Employment Act * Labour Relations Act * Employment Equity Act * Sectoral Determination for Wholesale and Retail * Compensation for Occupational Injuries and Diseases Act * Unemployment Insurance Act * Occupational Health and Safety Act | 19 |
| KM-01 IAC0201  KM-01 IAC0204 | * 1. List the different levels that a supervisor would have to communicate with and give an example for each. (6 marks)   2. Discuss how the level at which the supervisor communicates impacts the style of communication (6 marks) | 12 |
| Km-01 IAC0202 | 1. Explain the principles of communication | 10 |
| Km-01 IAC0203 | 1. Discuss the following forms of business communication:  * Face-to-face/ video conferencing/ Skype/ Zoom * Telephone conversation * Public presentation * Report * Letter * Newsletter * bulletin * Electronic communication | 16  (2 marks per form) |
| KM-01 IAC0301 | 1. Explain the following theories of motivation briefly:  * Maslow’s hierarchy of needs * Motivation-hygiene theory of Herzberg * Expectancy theory | 15 |
| KM-01 IAC0302 | 1. Explain the impact of diversity on motivation of a team | 5 |
| KM-01 IAC0303 | 1. List 5 techniques to motivate a team | 5 |
| KM-01 IAC0401 | 1. Discuss the different types of meetings, indicating the purpose and the characteristics of each | 20  (4 marks per type of meeting) |
| KM-01 IAC0402 | 1. Explain how a supervisor will go about planning for a meeting | 15 |
| KM-01 IAC0403 | 1. Explain how to conduct a meeting to ensure involvement of all who are present | 5 |
| KM-01 IAC0404 | 1. Discuss methods for managing behaviour in a team meeting | 10 |
| KM-01 IAC0405 | 1. Explain the principles of recording decisions made at meetings | 5 |
| KM-01 IAC 0405 | 1. Explain the process for reviewing meetings, by indicating what should be considered | 10 |
| KM-01 IAC0501 | 1. Describe the principles of planning:  * Contribution to objectives * Primacy of planning * Principle of tangibility * Principle of alternatives * Principle of flexibility * Principle of commitment * Principle of positive action | 7 |
| KM-01 IAC0501 | 1. Explain the principles of prioritising | 3 |
| KM-01 IAC0501 | 1. Èxplain the key principle (benefit) of using task lists | 1 |
| KM-01 IAC0502 | 1. Discuss the factors that are typically used when scheduling staff | 5 |
| KM-01 IAC0503 | 1. Explain why it is important to set and communicate goals | 2 |
| KM-01 IAC0504 | 1. Discuss the differences between giving instructions and delegating | 4 |
| KM-01 IAC0505 | 1. Explain the principles of contingency planning | 3 |
| KM-01 IAC0601 | 1. Discuss why monitoring of action plans is important to ensure success (in other words, the purpose of monitoring action plans) | 3 |
| KM-01 IAC0602 | 1. Discuss the principles of monitoring action plans | 4 |
| KM-01 IAC0701 | 1. Discuss the difference between constructive and destructive conflict in the workplace. Give examples | 8 |
| KM-01 IAC0702 | 1. Explain how a supervisor should handle both constructive and destructive conflict | 8 |
| KM-01 IAC0703 | 1. Discuss the concepts of win-win and win-lose and the ongoing impact of each on team dynamics | 4 |