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| **KNOWLEDGE TEST** | |
| Qualification | 522201000 OC: Retail supervisor |
| Knowledge module | KM02 Concepts and principles of monitoring and improving performance |

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

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| Total possible marks | 116 | Minimum marks required (70%) | 82 |

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| **INTERNAL ASSESSMENT CRITERIA** | **QUESTION** | **MARKS** | |
| KM-02 IAC0101 | 1. `Describe how a supervisor will identify the standards of performance required of a task | 5 | |
| KM-02 IAC0102 | 1. Explain how to analyse gaps in the team member’s performance | 3 | |
| KM-02 IAC0103 | 1. Describe the methods that can be used to bridge identified gaps in performance of staff members | 18 | |
| KM-02 IAC0104 | 1. Discuss the principles of giving feedback. Give examples | 15 |
| KM-02 IAC0105 | 1. Explain the difference between performance standards and behaviours. Give examples. | 4 | |
| KM-02 IAC0106 | 1. Discuss the importance of reinforcing positive performance/behaviours | 5 | |
| KM-02 IAC0107 | 1. Discuss ways of reinforcing positive Behaviour/performance. Refer to extrinsic and intrinsic reinforcement and give examples of best practices for reinforcement. | 8 | |
| KM-02 IAC0201 | 1. Explain positive and negative correction by giving examples. | 8 | |
| KM-02 IAC0202 | 1. Discuss the legislation that impacts on the correcting of staff | 7 | |
| KM-02 IAC0301 | 1. Describe the impact of well inducted staff member to the store and the team | 3 | |
| KM-02 IAC0302 | 1. Describe the elements to cover when inducting a new team member including orientation, training and documentation | 10 | |
| KM-02 IAC0303 | 1. Discuss the advantages and disadvantages of providing a buddy/mentor | 10 | |
| KM-02 IAC0304 | 1. Discuss the importance of integrating on the-job training with induction | 2 | |
| KM-02-IAC0401 | 1. Describe the difference between training, coaching and on-the-job training | 3 | |
| KM-02 IAC0402 | 1. Describe the different methods used for training in the industry | 12 | |
| KM-02 IAC0403 | 1. Describe the role of the supervisor in training and coaching | 10 | |
| KM-02 IAC0404 | 1. Describe typical methods for coaching on the job | 6 | |
| KM-02 IAC0405 | 1. Discuss the impact of legislation covering training and development on in store training | 5 | |