SECTION A / AFDELING A *(10)*

Waar of vals / *True or false (10)*

1. Bestuur is 'n proses wat hulpbronne van 'n individu gebruik om verklaarde doelwitte te bereik / *Management is a process that uses the resources of an individual to achieve stated aims*

   false

2. Die bestuursproses behels prosesse soos dillegering, beplanning, mag en personeel */ The management process involves processes such as delegating, planning, power and staffing*

   false

3. Gesag is die vermoë om ander te inspireer om besluite te neem en uit te voer werk */ Authority is the ability to inspire others to make decisions and to carry out work*

   false

4. Verslae, begrotings, aanslae, statistieke en vergaderings vorm alles deel van die konteks van maatskaplike werk bestuur */ Reports, budgets, assessments, statistics and meetings all form part of the context of social work management*

   false

5. 'n Doeltreffende maatskaplike werk bestuurder gebruik individue as hulpbronne om hom te help in die voltooiing van sy take op tyd / ***An efficient social work manager utilizes individuals as resources to assist him in completing his tasks on time***

true

6. Vergaderings is 'n vorm van onderwys / ***Meetings are a form of education***

true

7. CPD beteken deurlopende persoonlike ontwikkeling / ***CPD means continuous personal development***

false

8. 'n Kontrak is 'n ooreenkoms tussen net twee persone / ***A contract is an agreement between two persons only***

false

9. Die Nasionale Lottery Distribution Trust Fund is 'n voorbeeld van 'n toekenning / ***The National lottery distribution trust fund is an example of a grant***

false

10. Skenking kan gesien word as 'n inkomste vir 'n NGO / ***Donation can be seen as an income for an NGO***

true

SECTION B / AFDELING B *(24)*

1. 'n Eerste jaar student in maatskaplike werk word versoek om vyf ure van gemeenskapswerk te voltooi by die Departement van Maatskaplike Ontwikkeling. Jy is aangestel as haar supervisor. Hoe sou jy die volgende begrippe aan haar verduidelik op 'n praktiese wyse / ***A first year social work student is requested to complete five hours of community work at the department of social development. You have been appointed as her supervisor. How would you explain the following concepts to her in a practical manner: (24)***
   2.1 Administrasie / **Administration**

   > ***A continuous, dynamic process – The process of defining and attaining the objectives of an organisation through a system of coordinated and cooperative effort*** / 'n deurlopende en dinamiese proses - Die proses van die definiëring en bereiking van die doelstellings van' n organisasie deur 'n stelsel van' n gekoördineerde en samewerkende poging (1)
   >
   > ***+ Practical explanation (2)***

2.2 Spanwerk / Teamwork

a group of individuals passionately committed to their end goal. When groups have common goals, teamwork is essential to success / 'n groep van individue wat passie vol is tot hul einddoel. Wanneer groepe het gemeenskaplike doelwitte, is spanwerk noodsaaklik vir sukses (1)

+ Practical explanation (2)

2.3 Evaluering */ Evaluation*

The purpose of evaluation is to confirm that the objectives has been achieved and to provide evidence for accountability / Die doel van evaluering is om te bevestig dat die doelwitte bereik is en die bewyse vir aanspreeklikheid te verskaf (1)

+ Practical explanation (2)

2.4 Induksie */ Induction*

Induction is a planned training programme to enable workers to get to knoe the organization, their colleagues, their job and other organisations or agencies doing similar work / Induksie is 'n beplande n opleidingsprogram aan werkers in staat te stel om die organisasie, hul kollegas, hul werk en ander organisasies of agentskappe wat soortgelyke werk doen (1)

+ Practical explanation (2)

2.5 Uitgekontrakteerde werk */ Contracted out work*

A continuous, dynamic process – The process of defining and attaining the objectives of an organisation through a system of coordinated and cooperative effort / 'n deurlopende en dinamiese proses - Die proses van die definiëring en bereiking van die doelstellings van' n organisasie
deur 'n stelsel van' n gekoördineerde en
samewerkende poging (1)

+ Practical explanation (2)

2.6 Proeftydperk */ Probation period*

Overlaps induction but is different from induction. A probation period is an opportunity for the employer and employee to decide whether they are suited to each other. / Oorvleuel induksie, maar verskil van induksie. A proeftydperk is 'n geleentheid vir die werkgewer en werknemer om te besluit of hulle geskik is vir mekaar. (1)

+ Practical explanation (2)

2.7 Verleen */ Grant*

A grant is given by a statutory authority, charitable trust or other body, either for general purpose or for a specific purpose. It is generally considered to be a one sided donation or gift. (1)

+ Practical explanation (2)

2.8 Jaarverslag **/ Annual report**

> *An annual report is a report that is composed by the organisation for the following reasons |* 'N jaarlikse verslag is' n verslag wat deur die organisasie saamgestel is om die volgende redes
> *Mission and vision and purpose of the organisation |* Missie en visie en doel van die organisasie
> *Organogram |* Organogram
> *Financial statements |* finansiële state
> *Who was involved in the organisation in the past year |* Wie was betrokke by die organisasie in die afgelope jaar
> *Certified ID copies and degrees of relevant people |* Gewaarmerkte ID afskrifte en grade van die betrokke mense
> *A summary of the organisations activities |* 'N opsomming van die organisasies se aktiwiteite (1)
>
> *+ Practical explanation (2)*

SECTION C / AFDELING C *(56)*

3. Noem en verduidelik die belangrikste uitdagings in spanwerk */ Name and explain the main challenges in team work (18)*

> - *Unclear objectives and responsibilities | O*nduidelike doelwitte en verantwoordelikhede
> - *Unclear definitions of problems |* Onduidelik definisies van problem
> - *Lack of cooperation |* Gebrek aan samewerking
> - *Inappropriate consultative processes |* Onvanpaste raadplegende prosesse
> - *Inappropriate information |* Onvanpaste inligting
> - *Poor time planning |* Swak tyd beplanning
> - *Inappropriate decision making procedures |* Onvanpaste besluit maak prosedures
> - *Domination |* Domination
> - *Oppressive behaviour |* Onderdrukkende gedrag
> - *Lack of confidence |* Gebrek aan vertroue
> - *Lack of follow up |* Gebrek aan opvolg
>
> *9 marks for naming the above (max 9)*
> *(marks for explaining each challenge (max 9)*

4. Supervisie is een van die kernbegrippe in maatskaplike werk bestuur */ Supervision is one of the core concepts in social work management (19)*

4.1 What is supervisie */ What is supervision (1)*

> *Is the relationship between an experienced and inexperienced worker in order to give guidance to the latter for improved performance of organisational work /* Is die verhouding tussen 'n ervare en onervare werker om leiding te gee aan die laaste vir verbeterde prestasie van die organisasie werk

4.2 Bespreek die doel van supervisie / *Discuss the purpose of supervision (9)*

4.3 Noem en verduidelik die drie belangrikste funksies van supervisie / ***Name and explain the three key functions of supervision (9)***

ADMINISTRATIVE SUPERVISION: (1)
- *Assisting the worker to understand the way the organisation works*
- *Ways to set goals and reach them*
- Assisting in a work programme
- Providing administrative support in terms of rules, regulations, legislation concerning the organization (2)

   Max 3

SUPPORTIVE SUPERVISION (1)

- Supportive supervision involves care for the carers, who feel disillusionment, disappointment and disenchantment. If these feelings are frequent in an agency, the low level of morale results in high turnover, absenteeism and tardiness, loafing and inattention to work, non compliance, frequent grievances and interpersonal friction
- *Supportive supervision also aids in personal problems outside the working environment (2)*

   Max 3

EDUCATIONAL SUPERVISION (1)
- Deals with the knowledge the supervisee needs to possess to perform the work and assisting him to do it
- Specifically social work intervention
- Teaching and learning
- Structuring work environment and providing resources for efficient work performance (2)

   Max 3

5. Noem ses maniere waarop 'n maatskaplike werker CPD punte kan behaal / *Name six ways in which a social worker can attain CPD points (6)*

- *Paper presentations*
- *Authorship*
- *eCPD*
- *external examinations*
- *workshops by accredited councils*
- *legislative or policy practice*
- *formal learning programmes*
- *research*
- *self-study – book or article*
- *personal wellness*
- *Membership*
- *Workshop*
- *Discussion*
- *Conference*
  Max 6

6. Jy is 'n maatskaplike werker by Wilmed Park Hospitaal. Die hoof uitvoerendebeampte van die hospitaal verduidelik aan jou dat die personeel van die kindersaal aan stres en uitbranding ly. Hy versoek dat jy 'n opleidingsprogram ontwerp vir stres en uitbranding. Jy word versoek om die volgende in jou program te dek / *You are a social worker at Wilmed Park Hospital. The CEO of the hospital explains to you that the staff of the children's ward is suffering from stress and burnout. He requests you to design a training programme on stress and burnout. You are required to cover the following in your programme: (19)*

   5.1 Definieer en beskryf stres / **Define and** *describe stress (2)*

   > *when a persons perceived or actual capabilities and resources are insufficient to meet the demands of the situation (1)*
   >
   > *1 mark for describing it in a practical manner*

   5.2 Definieer en beskryf uitbranding / **Define and d***escribe burnout (2)*

   > *Burnout is a psychological response to "long-term exhaustion and diminished interest" (1)*
   >
   > *Mark for describing it in a practical manner*

5.3 Verduidelik die basiese riglyne tydens die hantering van stres / *Explain the basic guidelines when dealing with stress (10)*

> **Acknowledge what is causing the stress**
> **Recognise and acknowledge present and potential effects**
> **Decide whether u can do something about the stressor**
> **Decide if you are willing to do it**
> **If you cannot, decide if you can change the way you react to it**
> **Decide whether you can reduce the negative effects on you**
> **Accept**
> **Coping with the stressor**
> **Do it**
> **Stay strong and relaxed**

5.4 Verskaf praktiese maniere om stres te verminder / *Provide practical ways to reduce stress (5)*

> *Relaxation techniques – yoga, Pilates, meditation*
> *Reward – holiday, favourite food, social*
> *Recreation – gym, walk, do something different*
> *Hobbie – read, write, paint*
> *Supervision - support, talk to someone*

5.5 Stel 'n uitbrandingskontroleys op vir die personeel / **Create a burnout checklist for the staff** *(4)*

> - **Not sleeping well**
> - **Low energy levels**
> - **Exceptionally tired after work**
> - **Increase use of alcohol or other drugs**
> - **Feeling ill**
> - **Frequent headaches**
> - **Absent from work**
> - **Inability to concentrate**
> - **Conflict at home, partner, family**
>
> - **Unable to listen attentively**
> - **Postponing work, meetings or visits**
> - **Loss of positive feelings**
> - **Not wanting to go to work**
> - **Becoming easily upset**
> - **Suspicion**
> - **Increasingly working to rule**
> - **Strong resistance to change**
> - **Sense of failure**
>
> *½ mark each (max 4)*