**119460 Workplace Assessment**

**NQF 2 Contact Centre Support ID 71490 LP 73269**

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| **Name:** |  |
| **ID Number:** |  |
| **Workplace:** |  |
| **Region:** |  |
| **Date:** |  |
| **Signature (to verify this is my own work)** |  |

# Marking Grid: (For Office Use ONLY)

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| --- | --- | --- |
| **SECTION** | **TOTAL** | **Learner Achievement** |
| **Activity 1** |  |  |
| **Activity 2** |  |  |

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| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
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### Assignment 1: Gather information about characteristics of a workplace

#### Activity 2.1

1. Select a large corporate business, such as a bank, a mine or a manufacturing business. Do research about the following:

* Communication channels in the organisation
* Communication resources such as telephone, fax, computers
* Technological resources used by the organisation, such as computers
* What multilingual needs exist in the organisation

1. Write a report about:

* The communication channels in the organisation
* The communication resources they use. List at least two.
* The technological resources the organisation uses. List at least two.
* How many languages are spoken in the organisation? Name them.

1. In your own words explain how the resources or lack of them and the multilingual needs in the organisation will assist people to learn or prevent them from learning

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#### Activity 2.1

1. Select a small, one-man business such as a spaza shop, a hairdresser, etc. Do research about the following:

* Communication channels in the organisation
* Communication resources such as telephone, fax, computers
* Technological resources used by the organisation, such as computers
* What multilingual needs exist in the organisation

1. Write a report about:

* The communication channels in the organisation
* The communication resources they use List at least two.
* The technological resources the organisation uses. List at least two.
* How many languages are spoken in the organisation? Name them.

1. In your own words explain how the resources or lack of them and the multilingual needs in the organisation will assist people to learn or prevent them from learning

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#### Activity 3.1

Compare the two businesses, listing advantages and disadvantages of both types of business.

### Assignment 4: Find and use available learning resources

#### Activity 4.1

Describe the learning resources you used for the HIV/AIDS presentation from the previous unit standard.

#### Activity 4.2

Describe the learning resources you used for assignment 5.

### Assignment 5: Use learning strategies

#### Activity 5.1

Attach your notes, mind maps, etc. that you used in the research process for the HIV/AIDS presentation of the previous unit standard.

#### Activity 14.2

Attach your notes, mind maps, etc. that you used in the research process assignment 5.

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### Assignment 6: Manage occupational learning materials

#### Activity 6.1

Volunteer at a library or other resource centre to assist them to organise and manage their occupational learning materials.

Explain how they organise and manage the learning material. The supervisor has to sign your document.

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### Assignment 7: Function in a team

#### Activity 7.1

Write a report about how you function in a team. (At work or in the classroom). Focus on whether you:

1. Commit to work together in a team
2. Ensure that all team members are working towards the same goals and purposes
3. Take turns doing the hard jobs
4. Encourage, support and praise other team members
5. Help other team members in times of need
6. Respect the other team members.

Your facilitator/supervisor will evaluate your self-assessment to determine whether you were honest and to point out areas of improvement.