**10349 & 10353 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)

|  |  |
| --- | --- |
| **Marked By:**  |  |
| **Date:**  |  |
| **Competent**  | **Not Yet Competent**  |
| **Assessor Sign off:**  |  |
| **Notes:**  |  |
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# Activity 1: Workplace Evidence/Activities

You are required to complete the following workplace activities as part of your summative evidence for this module.

1. Provide evidence of you working in team in your workplace by including:
	* 1. Minutes of team meetings
		2. List of reports used for teamwork reporting and progress
		3. Examples of reports and team communication to demonstrate how teamwork is monitored and reported in your workplace
		4. Explaining each piece of evidence and how it relates to helping you prove your contribution to a Contact Centre team

1. Draft a report of your team’s progress for a month’s activities in your work environment. This report must include the following factors:

* + Frequency of progress report is given
	+ Progress report is based on facts - support with any workplace evidence where applicable
	+ Progress report is fit for purpose in accordance with your organisational requirements
	+ Report is presented in writing and is clear and accurate.
	+ Progress report is presented within agreed time frames and format

1. Explain a scenario where you were able to overcome barriers to team work and display the tendencies of an effective team player. This should be related to a workplace scenario and support your evidence where applicable.

1. Explain how decisions are made in your team at work. Describe this with the use of an example.

1. Include a scenario of where team conflict was identified and resolved in your workplace. You must explain the scenario and the solution and include any evidence to support your evidence.

1. Why do you think teamwork and communication is important for your workplace?

1. In your workplace/groups, identify your clients, both internal and external to your company.

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| **Internal Clients and Customers**  | **External Clients and Customers**  |
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1. Identify the activities/work that your company does (key service offerings)

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1. Identify the skills and attributed needed to best serve your clients. What skills would improve the quality of your organisation’s work in servicing your internal and external customers?

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# Activity 2: WORKPLACE REVIEW QUESTIONNAIRE

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| **Learner Name:**  |  |
| **ID Number:**  |  |
| **Workplace:**  |  |
| **Performance Period:** **[Start Date to End Date]**  |  |
| **Name of Team Leader completing this:**  |  |
| **Date of Completion:**  |  |

**Instructions:**

**In your workplace, you are required to get your team leader or supervisor to complete this form for you at least twice throughout your learnership (recommended time is two month period). You are also encouraged to make a copy and rate yourself in each area. Photocopy this questionnaire for as many times as you need it.**

Below are sets of scenarios assessing the different aspects of skill, behaviour, attitude and general work ethic that deals with your ability to communicate, work in a team, apply skills in your job in working with others, working within your diverse environment and your behaviours that can only be observed and rated by your manager in your workplace who is probably the most informed and can give a relevant and good reflection of your abilities.

**INSTRUCTIONS TO THE SUPEVISOR COMPLETING THE QUESTIONNAIRE:**

1. For each scenario, circle the description that best matches the learner’s working style.
2. Rate the learner using a variety of contexts (experiences) so that your decision isn’t only based on one observation.
3. Be as objective as possible, rating the learner only on what has been directly observed.
4. The comments column has been provided to substantiate and add to your rating. **Please include comments as far as possible**
5. Get the learner to complete this questionnaire themselves and they should rate themselves in each area.
6. Please ensure all parties sign and file in the learner’s Portfolio of Evidence.
7. You are welcome to complete more than one over a given time period.
8. The learner should also be encouraged to supply naturally occurring evidence to support your findings.

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| **KNOWLEDGE**  |  |
| **Instructed Tasks:**  1. Cannot follow instructions
2. Follow instructions but needs guidance & support
3. Follows instructions but does not take initiative beyond that
4. Follows and carries out instructions well and uses own initiative

  | Comments:      |
| **Product/Job Specific Knowledge:** 1. Has limited knowledge and shows little interest in learning
2. Has little knowledge but demonstrates enthusiasm to know more
3. Knowledgable but lacks confidence and demonstrates inability to share knowledge with others
4. Thorough knowledge of job specific products and services and demonstrates ability to share information with co-workers
 | Comments:      |
| **Attention to Detail:** 1. Careless with little attention to detail, resulting in poor performance
2. At times inaccurate, lacking concentration
3. Tends to be accurate, however, occasionally makes mistakes
4. Careful and consistently accurate showing good attention to detail
 | Comments:      |

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| **SKILLS**  |  |
| **Remains Customer Oriented under Pressure:**  1. Experiences frustration, usually makes no attempt at handling a situation
2. Attempts to handle situation then refers problem to a manager
3. Attempts and usually succeeds in handling situation on his/her own
4. Is able to consistently handle customers successfully in pressurised situations
 | Comments:       |
| **Resourcefulness/Drive:**  1. Does only what is instructed and no more
2. Requires supervisory guidance and support to be motivated
3. Self-motivated but requires in finding solutions
4. Has initiative and comes up with innovative solutions

  | Comments:      |
| **Listening Skills:**  | Comments:  |

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|  1. Does not pay attention to customers’ requests demonstrating disinterest
2. Inconsistent listening skills dependent upon situation and mood
3. Pays attention to customer needs and indicates that they are listening
4. Asks good, relevant questions to accurately determine customer needs

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| **Delivery/Follow Through**:  1. Over promises and under delivers
2. Makes attempts to follow-through on promises but lack product knowledge and process
3. Able to follow through, however, is inconsistent
4. Consistent follow-through on promises and always delivers

  | Comments:       |
| **Customer Service Skills:**  1. Very poor - ignores customers demonstrating disinterest
2. Demonstrates the basics of providing good customer service
3. Can demonstrate good customer service, however, is inconsistent
4. Excellent provider of quality customer service at all times

  | Comments:       |
| **Managing Angry Customers**  1. Becomes flustered and, as a result, unable to manage the situation
2. Follows the basic principles, however, has difficulty in consistently taking responsibility for the situation
3. Applies the principles but inconsistently
4. Satisfies customers and resolves problems
 | Comments:        |
| **Communication with team:** 1. Communication methods are demonstrated
2. Communication is clear and concise when talking to others
3. Views of other team members is listened to
4. Feedback is given often and is effective
5. Communication barriers are dealt successfully with as they arise
 | Comments:       |
| **Resolving Conflict:** 1. Unable to successfully apply skills to communicate and resolve conflict
2. Able to explore options and solutions to resolve conflict
3. Identifies conflict and can participate in resolving it
4. Able to collaboratively resolve conflict in a team
 | Comments:      |

**WORK ETHIC**

**Punctuality:**

1.

Frequently late

2.

Demonstrates understanding of the importance of being on time

3.

Always on time

Comments:

**Attendance at Work:**

1.

Does not show commitment to job

2.

Inconsistent attendance

3.

Reliable, consistent attendance

Comments:

**Reliability:**

1.

Cannot be trusted to fulfil duties

2.

Can be trusted, however, requires ongoing monitoring

3.

Reliable, trustworthy with little/no supervision

Comments:

**Work Habits**

:

1.

Does the bare minimum and no more

2.

Does what is required and will take initiative with guidance

3.

Always goes the extra mile

Comments:

**Professional Image:**

1.

Inappropriate and unprofessional dress and personal appearance

2.

Usually neat and tidy but needs to look more professional for the

working environment

3.

Dresses appropriately with good professional image

Comments:

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| --- | --- |
| **Meeting Service Standards:**  1. Does not meet expected levels of service delivery and excellence
2. Knows the services standards but inconsistent in meeting them
3. Sets high standards of excellence and exceeds expectations when dealing with customers
 | Comments:       |
| **Quality of Work Performance:** 1. Delivers poorly and insufficiently
2. Average work performance
3. Takes pride in the quality of his/her work
 | Comments:     |

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| **ATTITUDE**  |  |
| **Attitude Toward Customers:**  1. Disinterested – shows lack of concern
2. Polite, however, does not go the extra mile
3. Friendly, warm and professional

  | Comments:      |
| **Greetings to Customers:**  1. Does not great customers and use corporate greeting
2. Uses corporate greeting, however, inconsistent
3. Polite, friendly and professional greeting
 | Comments:     |
| **Customer Oriented:**  1. Should not be in a customer service profession
2. Helpful, however does not value customers
3. Outgoing, helpful and goes the extra mile

  | Comments:     |
| **Uses Customers Names:**  1. Doesn’t bother to call the customer by name
2. Uses customers names but not consistently
3. Pays careful attention to the use of customers’ names
 | Comments:     |
| **Attitude towards Co-workers** (colleagues & supervisor):  | Comments:  |

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| --- | --- |
|  1. Resentful and indifferent
2. Helpful and polite
3. Motivated team player
 |      |
| **Team Work/Ability to work with others:**  1. Cannot contribute to teamwork
2. Participates in teamwork to some work
3. Motivated team player – has initiative, consults and works with team members, participative

   | Comments:      |
| **Communicates Positively with Customers:**  1. Has poor communication skills
2. Shows the basics of good communication
3. Positive professional communicator
 | Comments:      |
| **Communicates Positively with Co-workers:**  1. Has poor communication skills
2. Shows the basics of good communication
3. Positive professional communicator
 | Comments:    |
| **Communicating without prejudice:** 1. Shows prejudice to customers and team workers
2. Demonstrates some sensitivity when dealing with customers and coworkers
3. Personal communications are conducted without prejudice both with the team and customers.

 | Comments:      |
| **Accountability:**  1. Unable to take responsibility for own actions - attempts to avoid blame
2. Attempts to take responsibility but inconsistent
3. Accountable for own actions and prepared to take full responsibility
 | Comments:      |
| **Confidence:** 1. Lacking confidence in servicing customers and performing job requirements
2. Confident in some (not all) situations
3. Self confident – meets and/or exceed required standards

  | Comments:  |
| **Respectfulness:** 1. Demonstrates no respect to diverse groups
2. Personal behaviour reflects little prejudice when dealing with people
3. All customers and co-workers are treated with respect in all interactions

 | Comments:  |

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| --- | --- | --- | --- |
| **Signed by Learner (in receipt of feedback):**  |  | **Date:**  |  |
| **Comments by Learner:**  |  |  |  |
| **Signed by Team Leader:**  |  | **Date:**  |  |
| **Assessment Decision:**  | **C**  |  | **NYC**  |
| **Signed Assessor:**  |  | **Date:**  |  |