

**LEARNER ASSESSMENT GUIDE AND PoE**

**HR Skills Module 3**

**67465 National Certificate:**

**Business Administration Services**

**Level 3**

Unit Standard 10170 Level 3 Credits 3

Demonstrate understanding of employment relations in an organisation

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## Contact Details

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Unit Standard:** |  | | | | | | |
| **Course:** | Business Administration Level 3 Business Administration 1 to 6 | | | | | | |
| Assessor Details | | | | | | | |
| **Name** |  | | | | | | |
| **Branch** |  | | **Registration No:** | | | |  |
|  | **Phone:** |  | **Fax:** | |  | | |
| Moderator Details | | | | | | | |
| **Name** |  | | | | | | |
| **Branch** | **Registration No:** | | | | | | |
|  | **Phone:** |  | **Fax:** | |  | | |
| Candidate Details | | | | | | | |
| **Surname** |  | | | **Name** | |  | |
| **College** |  | | | **ID No** | |  | |
| **Branch** |  | | | | | | |
| **Contact Details** | **Email:** |  | | | | | |
| **Phone:** |  | | **Fax:** |  | | |

## 

## Assessment Process Flow

**Assessment Activities conducted per the Assessment Plan**

**Assessment Plan agreed by candidate & completed by the assessors before the actual assessment**

**CANDIDATE**

**Detailed Assessor Report compiled & forwarded for Moderation**

**ASSESSMENT**

**Assessment Guide submitted to Training provider as per Assessment Plan**

**Feedback Report Completed by Assessor & individual feedback given to candidate**

**Appeal form completed by the candidate in event of dispute**

**Record of Learning Updated**

**Assessment Results Moderated**

**Action Plan completed by Assessor**

**All records & evidence filed**

**SETA**

**Completed Assessor report/Moderator report/Record of Learning forwarded to SETA**

**Approval and Certification obtained from SETA**

**SETA to register on National Learner Database**

**Certificate of Competencies issued to successful candidates**

# ASSESSMENT STRATEGY

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Module:** | National Certificate: Business Administration Services HR Skills | | **Unit Standard Codes** | | 8420 7860 10170 |
| **Level** | Level 2 & 3 | | Credits | | 8 |
| **Purpose of Assessment** | The purpose of this assessment is to achieve the first step into applying the acquired skills and knowledge in the workplace | | | | |
| **ssessment Procedures** | * An integrated assessment approach will be followed to allow for practical and theoretical components. The entails the assessment of a number of unit standards, outcomes and criteria together in one assessment activity * Candidates are not only assessed against specific outcomes, but also on critical outcomes, attitudes and values * A summative competence judgment will be made on the basis of all assessment evidence produced, that proves that the candidate can be consistently judged as competent against the outcomes of the unit standards and the qualification as a whole. * Candidates take responsibility for their own assessment and should notify the assessor when they are ready for assessment * Candidates will receive feedback after the summative assessment, which will be discussed after all assessments have been completed * All assessments will be reviewed to ensure that assessment practices are valid, fair, transparent, consistent and current * An Internal/External moderator will moderate assessment practices * The SETA will also conduct external moderation | | | | |
| **Context of Assessment** | Assessment Method | Assessment Conditions | | Who will conduct assessment | Assessment results and feedback |
| Questionnaires  Projects  Research assessments | Input based assessments | | Assessor | Immediate |

## Record Of Learning

**National Certificate Business Administration Services**

**SAQA ID 67465**

**Level 4 Credits 120**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Candidate's Name: | | | | ID No |  | |
| Assessor's Name: | | | | Ass. Reg. No |  | |
| Moderator's Name: | | | | Mod. Reg. No |  | |
| Date: | | | |  | | |
| UNIT STANDARD | NQF LEVEL | CREDITS | DATE OF COMPLETION | SIGNATURE OF ASSESSOR | | SIGNATURE OF MODERATOR |
| 10170 | 3 | 3 |  |  | |  |

# UNIT STANDARD 10170

#### Unit Standard Title

Demonstrate understanding of employment relations in an organisation

#### NQF Level

3

#### Credits

3

#### Specific Outcomes

**Specific Outcome 1:** Demonstrate understanding of the various stakeholders and their roles in an organisation

**Assessment Criteria**

* I can correctly identify different stakeholders
* Stakeholders include management and organised labour
* I can correctly explain the roles of the identified stakeholders

**Specific Outcome 2**: Demonstrate understanding of organisational policies and procedures related to employment

**Assessment Criteria**

* I can correctly identify relevant policies and procedures
* I can provide a satisfactory explanation of the mechanics of grievance and disciplinary procedures
* I can correctly utilise grievance procedures

**Specific Outcome 3**: Demonstrate understanding of employment related agreements **Assessment Criteria**

* I can correctly identify various types of agreements
* I can correctly identify, describe and explain relevant conditions of employment in an organisation

#### Critical Cross-Field Outcomes

* Collect, analyse, organise and critically evaluate information by, e.g. Identifying stakeholders and their respective roles; Identifying organisational policies and procedures; Identifying, describing and explaining employment agreements
* Demonstrate an understanding of the world as a set of related systems by, e.g. providing a satisfactory explanation of the mechanics of grievance and disciplinary procedures

Assessment Preparation

### Preparing The Candidate

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of Candidate** |  | | **Date** |  |
| **Time** |  |
| **Name of Assessor** |  | | **Venue** |  |
| **How to prepare the candidate** | | **Document Requirements** | **Agree (tick)** | **Action Required** |
| Explain to the candidate why your are meeting and the purpose of the assessment | | NQF Framework Assessment process |  |  |
| Discuss the assessment plan in detail | | Assessment strategy |  |  |
| Explain assessment process, show assessment instruments to candidate and describe assessment conditions | | Assessment instruments |  |  |
| Identify the role-players during assessment | | Assessors  Moderator |  |  |
| Describe the evidence required to be declared competent | | Examples of evidence |  |  |
| Explain how evidence will be judged | |  |  |  |
| Explain to the candidate how to prepare: Give candidate summative task description | | Summative task description |  |  |
| Confirm with the candidate what he/she should bring to the assessment | | Detailed briefing on exact requirements to be given to candidate |  |  |
| Ensure that candidate understands the procedures of all assessment practices | | Appeals procedure  Moderation procedure  Assessment policy |  |  |
| Ask the candidate if he/she foresees any problems or identify any special needs | | List needs |  |  |
| Check with candidate that he/she clearly understands the assessment procedure | |  |  |  |
| **Comments or questions:** | | | | |
|  | | | | |

### Assessor’s declaration:I hereby declare that I have prepared the candidate for assessment, the candidate was consulted and all stakeholders have been informed and the workplace is prepared to ensure valid and fair assessment.

|  |  |
| --- | --- |
| Assessor Name | Signature |

## Agreed Assessment Plan

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Candidate's Name:** |  | | | | | | | | |
| **Assessor's Name:** |  | | | | | | | | |
| **Unit Standard Title:** | 10170 Demonstrate understanding of employment relations in an organisation | | | | | | | | |
| **Special Assessment Requirements** |  | | | | | | | | |
| **Event** | **Date, time and location** | | | Resources required | | **Evidence to be generated** | | | |
| Attend Training |  | | | Training material, Facilitator | | Attendance Register | | | |
| Complete assessments. |  | | | Assessments | | Completed Assessments | | | |
| Complete Portfolio of Evidence |  | | | Portfolio of Evidence guide | | Completed Portfolio of Evidence | | | |
| Submit Portfolio of Evidence to training provider |  | | |  | | Acknowledgement of receipt from training provider | | | |
| **Assessor roles and responsibility** | | | | | | | | | |
| **Roles** | * Assessor * Guide * Feedback Agent * Reviewer | | | | | | | | |
| **Responsibilities** | * Consult candidate re assessment, assessment process and plan * Agree assessment process and plan with candidate * Forward documentation to candidate: plan, guide and assessment instruments * Assess candidate with the use of different instruments * Provide feedback on assessment findings * Support candidate through assessment process * Source feedback from candidate on assessment process * Review assessment process and outcome * Use assessment process as opportunity to transform assessment activities and outcomes | | | | | | | | |
| **Candidate roles and responsibility** | | | | | | | | | |
| **Roles** | | * Candidate * Feedback agent * Reviewer | | | | | | | |
| **Responsibilities** | | * Be available for assessment * Be actively involved in the consultative process * Learn from the assessment process * Provide feedback to the assessor in terms of the assessment as learning activity * Provide feedback to the assessor on the efficacy of the assessment process * Review own role and assessor role in the assessment process | | | | | | | |
| **Assessment Instruments** | | * Portfolio of evidence * Project * Questioning | | | | | | | |
| **Assessment Process** | | | | | | | | | |
| **Step** | | | | | | | | | **Date** |
| * Evaluation of POE addressing Essential Embedded Knowledge in unit standards * Evaluation of Research Projects and other evidence address specific unit standards * Consultation: assessment plan and assessment activities and instruments. Pre-assessment moderation and interviews conducted at this stage * Observation: feedback on assessment against specific outcomes, critical outcomes and constructs in unit standards * Feedback: to candidate regarding sufficiency of evidence and possible interview to gain supplementary evidence * Feedback to candidate regarding assessment findings as well as review process | | | | | | | | |  |
| **Feedback** | | Written feedback to be given to all stakeholders at the end of the assessment process, as well as verbal feedback to the candidate during assessment activities | | | | | | | |
| **Recording Process** | | Process and findings to be recorded and submitted for record keeping purposes as well as moderation and verification | | | | | | | |
| **Review Process** | | The review process is the responsibility of the assessor and the candidate. Joint reviewing will take place after feedback has been given to the candidate | | | | | | | |
| **Right to appeal** | | The candidate must be advised of the right to appeal | | | | | | | |
| **Accessibility and safety of environment** | | **Step** | | | | | **Date** | | |
| Site inspection conducted  Pre-assessment moderation conducted | | | | |  | | |
| **Resources Required** | | * + Assignments   + POE   + Assessments | | | | | | | |
| I confirm that:   * I have been consulted on and have agreed to the training and assessment process as detailed in the assessment guide * I have been advised of my right to appeal against any assessment that is unfair, unreliable, invalid or impracticable * I have read and understood the appeal procedure * I know that assessments may be moderated or verified by an external party * The purpose of the assessment has been clearly explained to me * The criteria have been discussed with me, and I know I will be assessed against these criteria * I know when and where I will be assessed, and I was given fair notice * I know how the assessment will be done, and any other requirements related to the assessment * I am ready to be assessed   **Signed: Date:** | | | | | | | | | |
| **Overall Assessment Decision** | | | Competent | | Not yet competent | | | | |
| **Candidate’s Signature** | | |  | | **Date** | | |  | |
| **Assessor’s Signature** | | |  | | **Date** | | |  | |
| **Moderator’s Signature** | | |  | | **Date** | | |  | |

## 10170 Knowledge Questionnaire

**Specific Outcome 1:** Demonstrate understanding of the various stakeholders and their roles in an organisation

1. Name the primary stakeholders in the SA Labour system. (2)

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|  |

1. What is their role in the organisation? (2)

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|  |

**Specific Outcome 2**: Demonstrate understanding of organisational policies and procedures related to employment

**Assessment Criteria**

* I can correctly identify relevant policies and procedures
* I can provide a satisfactory explanation of the mechanics of grievance and disciplinary procedures
* I can correctly utilise grievance procedures

1. Explain the difference between centralised agreements and decentralised agreements. (6)

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|  |

1. What is the purpose of a disciplinary code? (2)

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|  |

1. What are the requirements for disciplinary procedures? (4)

**Specific Outcome 3**: Demonstrate understanding of employment related agreements **Assessment Criteria**

Name two employment related agreements. (2)

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|  |

1. Explain the conditions of employment in your organisation or at the college in terms of the following: What are the hours of work in the organisation? (2)

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| --- |
|  |

1. How many days annual leave is granted to employees and when may this leave be taken? (2)

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|  |

1. What do the conditions of employment state about working overtime and the payment of overtime? (6)

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**TOTAL 28 POINTS**