

**INDUCT A NEW MEMBER**

**LEARNER ASSESSMENT GUIDE**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**U/S 13911**



|  |  |
| --- | --- |
| **LEARNER NAME AND SURNAME:** |  |
| **LEARNER ID NUMBER:** |  |
| **LEARNER CONTACT NUMBER:** |  |
| **EMPLOYER (STORE):** |  |
| **EMPLOYER CONTACT NUMBER:** |  |
| **OVERALL ASSESSMENT OUTCOME**  **(C/NYC):** |  |
| **DATE:** |  |



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**2**

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY**

**REGISTERED UNIT STANDARD THAT HAS PASSED THE END DATE:**

# Induct a new member into a team

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SAQA US**  **ID** | **UNIT STANDARD TITLE** | | | |
| 13911 | Induct a new member into a team | | | |
| **ORIGINATOR** | | **ORIGINATING PROVIDER** | | |
| SGB Generic Management | |  | | |
| **QUALITY ASSURING BODY** | | | | |
| - | | | | |
| **FIELD** | | | **SUBFIELD** | |
| Field 03 - Business, Commerce and Management Studies | | | Generic Management | |
| **ABET BAND** | **UNIT**  **STANDARD TYPE** | **PRE-2009 NQF LEVEL** | **NQF LEVEL** | **CREDITS** |
| Undefined | Regular-  Fundamental | Level 3 | NQF Level 03 | 3 |
| **REGISTRATION STATUS** | | **REGISTRATION START DATE** | **REGISTRATION END DATE** | **SAQA**  **DECISION**  **NUMBER** |
| Passed the End Date -  Status was  "Reregistered" | | 2006-03-14 | 2006-11-16 | SAQA  0160/05 |
| **LAST DATE FOR ENROLMENT** | | **LAST DATE FOR ACHIEVEMENT** | | |
| 2007-11-16 | | 2010-11-30 | | |

**Specific Outcomes and Assessment Criteria:**

**SPECIFIC OUTCOME 1**

Prepare to receive a new member on a team

**ASSESSMENT CRITERIA**

## ASSESSMENT CRITERION 1

1. Documents that a new team member requires are listed and an indication is given of where each document can be sourced and who will assemble the required documents.

## ASSESSMENT CRITERION 2

2.The resources, stock or stationery required by a new employee is listed and

a plan is made to order the necessary equipment.

## ASSESSMENT CRITERION 3

3.Workspace and/or storage arrangements for personal possessions are made and a team member is allocated responsibility for mentoring the new member.

## ASSESSMENT CRITERION 4

4.Policies, procedures and processes used by the group or team are listed in a checklist to ensure that the new member receives the necessary induction

## ASSESSMENT CRITERION 5

5.An action plan is drafted to ensure that the new member is introduced to all the people and places in the organisation with whom s/he is required to interact as part of the work of the team

**SPECIFIC OUTCOME 2**

Introduce a new member of a team

**ASSESSMENT CRITERION 1**

1. A new member is welcomed and introduced to the team.

## ASSESSMENT CRITERION 2

2. Policies, processes and procedures of the team or group are explained and an indication is given of why each is important or necessary.

## ASSESSMENT CRITERION 3

3. Regulations and rules of the organisation are explained and an indication is given of the consequences of non-compliance.

## ASSESSMENT CRITERION 4

4. The role of the team in the organisation is explained and an indication is given of the consequences for the team and the organisation if individuals do not meet performance targets.

**SPECIFIC OUTCOME 3**

Explain how the performance of a team is monitored

## ASSESSMENT CRITERION 1

1. The performance targets and responsibilities of the team are explained and an indication is given of the expectations on the new team member.

## ASSESSMENT CRITERION 2

2. The policy for performance appraisal is explained and an indication is given of when the new member can expect a performance review.

## ASSESSMENT CRITERION 3

3. Sanctions and disciplinary processes in the team are explained and an indication is given of the avenues available to members who are unhappy with the disciplinary process.

**SPECIFIC OUTCOME 4**

Explain the opportunities available in an organisation for life long learning

## ASSESSMENT CRITERION 1

1.Opportunities for training in the organisation are outlined and an indication is given when the new employee will receive initial training.

## ASSESSMENT CRITERION 2

2.Career paths within the organisation are outlined and an indication is given of how employees in the team can access additional training.

## ASSESSMENT CRITERION 3

3. The employee's responsibility for his/her own learning is discussed and an indication is given of particular skills and abilities that enhance the performance of the team.

## ASSESSMENT CRITERION 4

4. The process to be followed when a development need is identified is indicated with reference to the people in the organisation who offer support to employees.

**Critical Cross-field Outcomes (CCFO):**

## UNIT STANDARD CCFO IDENTIFYING

The learner is able to identify and solve problems and make decisions in preparing to receive a new member on a team.

## UNIT STANDARD CCFO WORKING

The learner is able to work as a member of a team by ensuring that arrangements to receive a new member are in order and by inducting the new employee.

## UNIT STANDARD CCFO ORGANISING

The learner is able to organize him/herself and his/her own activities by ensuring that the team is ready to receive a new member.

## UNIT STANDARD CCFO COLLECTING

The learner is able to collect, organise and critically evaluate information by ensuring the required documentation is assembled for the new team member.

## UNIT STANDARD CCFO CONTRIBUTING

The learner is able to see the world as a set of related systems by explaining the consequences for the organisation and the team if an individual or team does not meet the required targets.

# ASSESSMENT NOTIFICATION AND ASSESSMENT PLAN

## 13911: Induct a new member into a team

This is to notify all Role Players that the Assessment for the above Unit Standard is scheduled to take place as follows:

|  |  |  |
| --- | --- | --- |
| **ASSESSMENT DATE and TIME** | **ASSESSMENT METHODS** | **NOTE TO THE LEARNER** |
|  | **LEARNER WORKBOOK**: Formative Assessment  Contains Activities, a Knowledge Test and Workplace related Activities | **The Facilitator will mark the activities and Knowledge Questionnaire in the Learner Workbook.**  **The Assessor must acknowledge receipt of the Learner Workbook by signing on the cover in the allocated space and must check that all tasks have been completed**  **Workplace evidence MUST be inserted into the Learner Workbook where required. If not, learners have to be requested to provide the evidence.** |
|  | **PRACTICAL APPLICATION/OBSERVATION:**  An observation or Practical Application in the form of: An Observation, Practical Activity or Mini Portfolio. In all cases evidence will have to be submitted | **A structured application will need to take place and you will be evaluated by the Assessor as per the checklists in this Assessment Guide** |
|  | **WORKPLACE LOGBOOK ACTIVITIES:**  Workplace related activities that need to be completed in the workplace and evidence from the workplace needs to be attached as requested – Workplace Coach to sign off the Workplace Log sheet at the end of the Logbook. | **The Assessor is responsible for the co-**  **ordination and completion of ALL the Summative**  **Assessment Instruments in the Assessment**  **Guide**    **Assessor to double check that all the preassessment and post-assessment forms are completed and SIGNED by the learner and self.** |
|  | **KNOWLEDGE QUESTIONNAIRE IN THE ASSESSMENT GUIDE**  Test that is written at the end of the training session. This test will not be an open book test. Learners need to prepare for the test by completing the Knowledge  Questionnaire in the Learner Workbook |

**6 |** L e a r n e r A s s e s s m e n t G u i d e : 1 3 9 1 1

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| **ASSESSMENT PLAN : 13911**  **Induct a new member into a team** | | |
| **Assessment Instruments:**  **KQ: Knowledge Questionnaire in Assessment Guide**  **KT: Formative Knowledge Test in Learner Workbook Note to the Learner:** ALL the Formative and  **BO: Behavioural Workplace Observation** Summative Tasks must be completed for the  **LWBK ACT: Learner Workbook Activity** Assessor to make a competency decision **WP Act: Workplace Activity in Workplace Logbook**  **CS: Case Study** | | |
| **Learning outcome AND Assessment Criteria Formative Summative** | | |
| **SPECIFIC OUTCOME 1:** Prepare to receive a member into a team. | | |
| AC1: Documents that a new team member requires are listed according to standard operating procedures. | LWBK ACT 1 | KQ 2  MINI PORTFOLIO – point 7 |
| AC2: The resources, stock or stationery required by a new employee is listed and a plan is made to order the necessary equipment | WPLBK ACT 2    LWBK ACT 1    GRP ACT 2 | MINI PORTFOLIO:  Practical Application – discussion point 3    KQ 3 |
| AC3: Workspace and/or storage arrangements for personal possessions are made and a team  member is allocated responsibility for mentoring the new member | LWBK ACT 1 | MINI PORTFOLIO:  Practical Application - discussion point 2 |
| AC4: Policies, procedures and processes used by the group or team are listed in a checklist to ensure that the new member receives the necessary induction | LWBK ACT 1 | KQ 4  MINI PORTFOLIO – Point 5  KQ 8.1 |
| AC5: An action plan is drafted to ensure that the new member is introduced to all the people and places in the organisation with whom s/he is required to interact as part of the work of the team | WPLBK ACT 2 | MINI PORTFOLIO: Point 1 |
| **SPECIFIC OUTCOME 2:** Introduce the new member of the team. |  |  |
| AC1: A new member is welcomed and introduced to the team. | GRP ACT 1 ROLE PLAY | MINI PORTFOLIO: Practical  Application – point 1 |
| AC2: Policies, processes and procedures of the team are explained and an indication is given of why each is important or necessary. | WPLBK ACT 1  WPLBK ACT 2 | MINI PORTFOLIO –  Practical Application – point  5  KQ 8.2 |
| AC3: Regulations and rules of the organisation are explained and an indication is given of the consequences of non-compliance | WPLBK ACT 1  WPLBK ACT 2 | MINI PORTFOLIO –  Practical Application – point  6  KQ 9 |
| AC4: The role of the team in the organisation is explained and an indication is given of the consequences for the team and the organisation if individuals do not meet performance targets | WPLBK ACT 1  WPLBK ACT 2 | KQ 6  MINI PORTFOLIO –  Practical Application – point 8 |
| **SPECIFIC OUTCOME 3:** Explain how the performance of a team is monitored |  |  |
| AC1: The performance targets and responsibilities of the team and each of its members are explained according to organisational requirements. | WPLBK ACT 1    WPLBK ACT 2    LWBK ACT 2 | KQ 5.1  MINI POE – Point 6 |
| AC2: The policy for performance appraisal is explained and an indication is given of when the new member can expect a performance review | LWBK ACT 2 | KQ 5.2  MINI POE: Point 4.2 in discussion table |
| AC3: Sanctions and disciplinary processes in the team are explained and an indication is given of the avenues available to members who are unhappy with the disciplinary process. | KT Q7    LWBK ACT 2.3 | KQ 7 |
| **SPECIFIC OUTCOME 4: TOPIC 4:** Explain the opportunities available in an organisation for lifelong learning | | |
| AC1: Opportunities for training in the organisation are outlined and an indication is given when the new employee will receive initial training | GRP ACT 3    LWBK ACT 3 | MINI PORTFOLIO  Practical Application – point 10 |
| AC 2: Career paths within the organisation are outlined and an indication is given of how employees in the team can access additional training | LWBK ACT 3 | MINI PORTFOLIO - point 10 |
| AC3: The employee's responsibility for his/her own learning is discussed and an indication is given of particular skills and abilities that enhance the performance of the team | LWBK ACT 3 | MINI PORTFOLIO - point 10 |
| AC4: The process to be followed when a development need is identified is indicated with reference to the people in the organisation who offer support to employees | LWBK ACT 3 | MINI PORTFOLIO – point 10 |

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| **DECLARATION AND ACCEPTANCE OF ASSESSMENT PLAN** | |
| This is to declare that I, the learner, understand and agree with the Assessment Notification and Plan as documented and explained above: | |
| **LEARNER NAME AND SURNAME:** |  |
| **LEARNER SIGNATURE:** |  |
| **ASSESSOR NAME AND SURNAME:** |  |
| **ASSESSOR ID/REG NUMBER** |  |
| **MODERATOR NAME AND SURNAME:** |  |
| **MODERATOR ID/REG NUMBER:** |  |

## AGENDA AND NOTES FOR PRE-ASSESSMENT MEETING

The following items were addressed at a PRE-ASSESSMENT meeting that was held to bring the Assessment process and requirements to my attention.

|  |  |
| --- | --- |
|  The purpose of this assessment. | To test your knowledge on the induction of new members in the W&R Sector. |
|  Why I am/our company is embarking on the process of fundamental training and assessments. | It forms part of the greater Level 4 qualification that you may want to be placed on and contributes to your skills in the business and workplace |
|  The roles and responsibilities of learners | Learners are to ensure that quality Portfolio tasks (Exercises) are submitted timorously and that constructive facilitator or assessor feedback is considered favourably |
|  The use of unit standards and selecting appropriate unit standards. | The unit standards as indicated fall within the scope of the Learning Programme that you are registered for |
|  Collecting relevant evidence. | Facilitators will assist in guidelines to create and or collect the relevant evidence, learners must comply to these guidelines to ensure successful delivery |
|  The observation process (Practical activity in own store) | The required workplace observation will be observed by the Assessor and/or the Workplace coach |
|  How feedback will be handled. | Feedback will be given to the learner by the Facilitator but the final feedback on determining competency will be distributed via e-mail, fax or given to learners by the Assessor after which a Moderator will moderate the assessments |
|  Agreement of the assessment plan. | The training and assessments has been scheduled to form part of the same process. Please sign the confirmation on the Assessment Plan Page |
|  The APPEALS and disputes procedure. | If a learner is unhappy with any part of the process and feels that he/she has been disadvantaged in achieving competency for this section, an appeal can be submitted to the Training Provider. An Appeals Application can be retrieved from the Training Provider (Facilitator) or Assessor |
|  Who else is involved in the assessment process | Role Players: Facilitator, Peers, Assessor/Moderator and the learner |
|  REVIEW of all the above issues to ensure understanding. | The learner has the opportunity to complete the REVIEW form attached to this Assessment guide for the purpose of making constructive comment on the processes followed in this section. |
| **Learner Acknowledgement: I declare that I understand the Assessment Guidelines and Instruments as discussed with me by the Assessor** | **Signature:** |

**Note to**  **the Assessor**:

Although an in-depth Pre-Assessment Meeting will have been held during the Learner Induction Session, the Assessor will re-iterate the above points to the learners

Assessors will ask you if they have questions or concerns regarding the assessment. You must sign acknowledgement

**LEARNER DECLARATION OF READINESS FOR ASSESSMENT**

***(To be signed on the day of the Summative Assessment/Questionnaire)***

DECLARATION: I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (learner name and surname), declare that I am ready to be assessed on the unit standard 13911, as indicated in this assessment guide. I declare that I clearly understand the assessment procedures as explained to me by the assessor and facilitator.

SIGNATURES:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LEARNER SIGNATURE DATE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ASSESSOR SIGNATURE DATE

**Note to the Learner**:

You need to sign the declaration of readiness on the day of the Knowledge Test to declare that you are ready to be assessed.

Feedback: The Assessor must provide feedback on the provided feedback sheet for the 1st and 2nd attempt. Ensure that the you sign off and date the feedback

### FEEDBACK ON KNOWLEDGE QUESTIONNAIRE: 13911 Induct a new member into a team

NAME OF LEARNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TOTAL OF TEST: \_\_\_\_\_\_\_\_/ 55 = \_\_\_\_\_\_\_\_\_\_\_%**

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| **FEEDBACK: Attempt 1:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET      COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **FEEDBACK: Attempt 2:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ------------------------------------------------------------------------------------------------------------    Moderator Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Comment:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Moderator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**INSTRUMENT 1: KNOWLEDGE QUESTIONNAIRE: Induct a new member into a team: 13911**

Instructions: Complete all the questions

#### Question 1: (1)

What is an induction?

#### Question 2: (8)

List eight documents that one is most likely to need when inducting a new team member. Include at least 4 of your store’s main Policies and Procedures in this list.

#### Question 3: (6)

List six resources that you are most likely to arrange for the indication of a new team member

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Describe your company procedure for **welcoming and introducing** a new team member to the team/s. Mention who is responsible for implementing which activity of introduction.

**Question 5:**

5.1 Explain what is meant by performance targets of team members **(2)**

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5.2 Write a summary, it could be in point form, of your store’s performance appraisal system. Include: frequency of appraisals, new member appraisals, points that are

covered in your appraisal session **(10)**

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Write a paragraph in which you explain what you would say to a new team member to make them understand that they are a link in a larger team and that their role is

important to the success of the team. **(5)**

**Question 7 :**

Explain the method used in your store to implement disciplinary functions **(3)**

Include in your explanation how your store deals with employees who are unhappy with the process that was or is being followed in a particular disciplinary case.

Method:

Unhappy employees:

#### Question 8 (8)

8.1 List 4 Policies and Procedure documents that are compulsory to explain to new team members.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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8.2 Explain why each of the listed policies and procedures are important and necessary (purpose)

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#### Question 9 (6)

List and explain three examples of store rules and regulations that a new team member should be informed about

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**UNIT STANDARDS: 13911: NQF Level 4**

**MINI PORTFOLIO OF EVIDENCE FEEDBACK**

NAME OF LEARNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CONTACT- AND FAX NO. OF LEARNER \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **ASSESSMENT INSTRUMENT: PORTFOLIO FEEDBACK: Induct: 13911 ASSESSMENT ATTEMPT 1:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (If Yes):  ***SUGGESTED RE-ASSESSMENT***: NO: YES: Date: \_\_\_\_\_\_\_\_\_\_\_\_    SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Comment:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Moderator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Moderation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **FEEDBACK ASSESSMENT INSTRUMENT: PORTFOLIO FEEDBACK: Induct: 13911**    **ASSESSMENT ATTEMPT 2: (Re-Assessment)**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURES:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

You will be observed in your workplace by the Assessor whilst

conducting a New Team Member’s Induction Session

### INDUCTING A NEW MEMBER TO A TEAM

**NOTE TO THE ASSESSOR:**

The Assessor should spend enough time with the learner in order to identify if the learner has acquired ALL the mentioned skills for conducting and participating in New Team Members’ Induction sessions.

The Assessor MUST write related comments in the relevant comment areas.

The learner will be scored and then evaluated as:

* Requirements met (RM)
* Requirements Not Yet Met (RNYM)

**18 |** L e a r n e r A s s e s s m e n t G u i d e : 1 3 9 1 1

**INDUCTION SESSION INSTRUCTIONS TO THE LEARNER:**

You are required to induct a new Team member into your team or store. For the purpose of this Summative Activity, you cannot select the same team as for your Formative Task in the Workplace Logbook. You need to select a new team.

You will need to follow your store’s procedures for this but the following guidelines need to be adhered to as well as the listed evidence needs to be retrieved.

**GUIDELINES:**

1. Draft an Action Plan that will depict the process of inducting a new member into a team in your store. The Action Plan must depict the steps before, during and after the Induction session has taken place. Tabulate your Action Plan. You must use the following headings:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Action / Indicator | Timeframe | Responsible person | Resources Needed | Implemented (Yes/No) |

1. Set up a formal Induction meeting in writing to notify the new team member.
2. Inform the new team member, one other team member that will work with this new member as well as a Supervisor to attend the Induction session
3. Draft a list of points to be discussed at the session – see list below and add to it according to your store’s requirements
4. Gather the necessary documentation for the Induction Meeting and prepare a pack for the new team member
5. You are required to indicate to the new team member who the other team members in the team will be. The new Team member must also be given an idea of what each member in the team’s responsibilities may be. Complete the following table that you can give to the new team member at the Induction session:

|  |  |
| --- | --- |
| **Team member** | **Main Role within the team** |
|  |  |
|  |  |
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1. Conduct the session on the agreed date and keep the following as evidence:

|  |  |  |  |
| --- | --- | --- | --- |
| **Evidence Indicator** | **RM** | **RNYM** | **COMMENT** |
| Drafted Action Plan to depict process of Induction of this new team member |  |  |  |
| Table with team members and their main role in the new member’s team. |  |  |  |
| Written notice of the Induction Session |  |  |  |
| List of points that needs to be discussed at the Induction session |  |  |  |
| Brief notes of the discussions |  |  |  |
| Cover page of the new member’s employment contract (Stamped and signed by Supervisor) |  |  |  |
| Cover page and Content page of the new member’s job description (Stamped and signed by Supervisor) |  |  |  |
| Copy of Store’s Induction Booklet (if store does not have one, elaborate on your list of discussion points) |  |  |  |
| Store policies and procedure manual (SOP) document: copy of cover page and content page. Stamped and signed by Coach |  |  |  |
| Any other document that was used during the session. If document is too large, copy only the cover, content page and some relevant pages.    All additional evidence to be stamped and signed by the Supervisor    Insert the names of these documents in the spaces provided hereunder: |  |  |  |
| **Learner Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Assessor Name and Surname:**    **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**      **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | |

### POINTS FOR DICUSSION AT THE INDUCTION MEETING

|  |  |
| --- | --- |
| **POINT OF DISCUSSION** | **BRIEF NOTES** |
| 1. Welcome the new member to the team |  |
| 2. New member’s workstation and regulations thereof |  |
| 3. Stationery and other resources: discussed and arranged for access |  |
| 4.1 New member’s performance targets and  responsibilities in their particular job                    4.2 When can ne member expect the first performance review? |  |
| 5. Policies, processes and procedures according to store’s requirements with specific focus on the new team member’s specific job |  |

|  |  |
| --- | --- |
| 6. Additional Rules and Regulations over and above the policies and procedures of the workplace is explained and documented in discussions |  |
| 7. Document checklist as designed in Workplace Activity 1 and accompanying documents to be discussed and given to the new member |  |
| 8. Role of the team in which the new team member will be working in the store |  |
| 9. Human Resources Department of  organisation/store |  |
| 10. Team Member’s development :   Performance Targets |  |
| * Possible Career opportunities                        * Self-Development |  |
| Team Members list and responsibilities |  |
| **New Team Member:**    **Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Assessor:**    **Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**FEEDBACK ON WORKPLACE LOGBOOK AND WORKPLACE ACTIVITIES 13911:**

### Induct a new member into a team

NAME OF LEARNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **FEEDBACK: Attempt 1:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET      COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **FEEDBACK: Attempt 2:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_      Moderator Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Comment:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**FEEDBACK ON LEARNER WORKBOOK**

**13911: Induct a new member into a team**

NAME OF LEARNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **FEEDBACK: Attempt 1:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET      COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **FEEDBACK: Attempt 2:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_      Moderator Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Comment:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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|  |  | **ASSESSMENT DECISION/JUDGEMENT *ATTEMPT 1* Induct a new member into a team: 13911** | | |
| **Item** | **Specific**  **Outcomes** | **REQUIREMENTS**  **MET (****)** | **REQUIREMENTS**  **NOT YET MET (X)** | **Comment /Action** |
| 1. | SO 1 |  |  |  |
| 2. | SO 2 |  |  |  |
| 3. | SO 3 |  |  |  |
| 4. | SO 4 |  |  |  |

**The Evidence that the learner has provided is:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES | NO | Comment/ Action where required |
| **Valid** |  |  |  |
| **Relevant** |  |  |  |
| **Current** |  |  |  |
| **Sufficient** |  |  |  |
| **Authentic** |  |  |  |

Competent Not yet Competent:

|  |
| --- |
| DECLARATION BY LEARNER |
| **I declare that I am satisfied that the feedback given to me by the Assessor was relevant, sufficient and done in a constructive manner. I accept the assessment decision.** |

Signatures:

|  |  |  |
| --- | --- | --- |
| Learner: |  | Date: |
| Assessor: |  | Assessor Reg. No. |
| Moderator: |  | Moderator Reg. No. |
| Moderator Comment: |  | |

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|  |  | **ASSESSMENT DECISION/JUDGEMENT *ATTEMPT 2* Induct a new member into a team: 13911** | | |
| **Item** | **Specific**  **Outcomes** | **REQUIREMENTS**  **MET (****)** | **REQUIREMENTS**  **NOT YET MET (X)** | **Comment /Action** |
| 1. | SO 1 |  |  |  |
| 2. | SO 2 |  |  |  |
| 3. | SO 3 |  |  |  |
| 4. | SO 4 |  |  |  |

**The Evidence that the learner has provided is:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | YES | NO | Comment/ Action where required |
| **Valid** |  |  |  |
| **Relevant** |  |  |  |
| **Current** |  |  |  |
| **Sufficient** |  |  |  |
| **Authentic** |  |  |  |

Competent Not yet Competent:

|  |
| --- |
| DECLARATION BY LEARNER |
| **I declare that I am satisfied that the feedback given to me by the Assessor was relevant, sufficient and done in a constructive manner. I accept the assessment decision.** |

Signatures:

|  |  |  |
| --- | --- | --- |
| Learner: |  | Date: |
| Assessor: |  | Assessor Reg. No. |
| Moderator: |  | Moderator Reg. No. |
| Moderator Comment: |  | |

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| **NAME AND SURNAME OF LEARNER** |  |
| **NAME AND SURNAME OF ASSESSOR** |  |

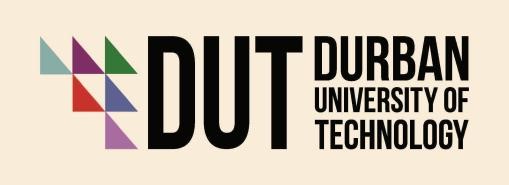
***NOTE: Should you select NO, please comment and/or make a suitable suggestion***

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| **UNIT STANDARD 13911: Induct a new member into a team LEARNER and ASSESSOR ASSESSMENT REVIEW** | | | |
|  | ***LEARNER*** | **ASSESSOR** |  |
| Questions | Yes/No | Yes/No | Comments/ Recommendations |
| 1. Was the assessment process explained? |  |  |  |
| 2. Were special needs considered during the assessment process? |  |  |  |
| 3. Were all the assessment guides and documents prepared for the assessment? |  |  |  |
| 4. Was the assessment valid? |  |  |  |
| 5. Was the assessment conducted in a fair manner? |  |  |  |
| 6. Was the assessment process transparent and open? |  |  |  |
| 7. Was the assessment activities understood clearly? |  |  |  |
| 8. Was the assessment process well Managed? |  |  |  |
| 9. Was the assessment process approached positively? |  |  |  |
| 10. Was feedback sufficient and relevant and given in a professional manner feedback? |  |  |  |
| 11. Was the feedback constructive?  (Did it help to fix problems and close gaps if there were any) |  |  |  |
| 12. Was sufficient guidance relating to the collection of workplace evidence provided from the various role players? |  |  |  |
| 13. Did you experience any weakness in the way that the assessment process unfolded? |  |  |  |
| 14. According to you, do you think that you have learnt from the assessments that were conducted? |  |  |  |

**Signatures:**

|  |  |  |
| --- | --- | --- |
| Learner: |  | Date: |
| Assessor: |  | Assessor Reg. No. |
| Moderator: |  | Moderator Reg. No. |

## *PARTICIPANTS*



**29 |** L e a r n e r A s s e s s m e n t G u i d e : 1 3 9 1 1