## 7785 Formative assessments

Formative Assessment 1

* What is the aim of the business world (in your own words)
* In a group, make a list of duties that you think an administration clerk will be expected to perform.
* In a group, make a list of duties that you think a secretary will be expected to perform
* Rearrange the following guest list for a company function alphabetically

|  |  |
| --- | --- |
| Mr. and Mrs. Kevin J L Donaldson |  |
| Mrs. Diane Keeton-Jones |  |
| Miss Jenny Smith |  |
| Mr and Mrs A Tiny Khuzwayo |  |
| Mrs Lisa Donaldson |  |
| Ms Angela Essack |  |
| Mr and Mrs Clark Edwards |  |
| Mr and Mrs Ernest C Adams |  |
| Miss Hasinah Gounden |  |
| Mrs Beauty Khumalo |  |
| Mr and Mrs Martin Shangase |  |
| Dr Kate Khumalo |  |
| Mr and Mrs Maxwell Davids |  |
| Mr and Mrs Tony Reddy |  |
| Prof Jack French |  |
| Mr Keenan Essack |  |

* Your manager has been appointed Chairman of the Inter Branch Sporting Club. He will need a suitable file showing details of all members, correspondence sent and received, monthly functions and annual subscriptions. A section of the file should also detail the meetings he has with his committee. Explain by means of a diagram how you would set up his file. The sports involved are: Rugby, Soccer, Tennis, Golf and running.
* In a group, discuss the advantages of indexing and filing correspondence timeously and correctly in the busy office of today.

Formative assessment 2

#### Do you procrastinate?

Consider each of the items below and circle the number, which represents your particular behaviour. Remember there are no right or wrong answers. The purpose of the questionnaire is to give you an insight into your behaviour so that you can change if you need to.

|  |  |  |  |
| --- | --- | --- | --- |
| 1. | I always clean and tidy my desk whenever I have to start a difficult job | 1 2 3 4 5 | Whenever I start a difficult job I rarely feel the need to clear and tidy my desk |
| 2. | When a job is going well I often doubt whether I will be able to complete it well | 1 2 3 4 5 | I am always confident that I will be able to produce a good job |
| 3. | I am often guilty of delaying putting a plan into action | 1 2 3 4 5 | I never delay putting a plan into action |
| 4. | I tend to “socialise” more than most at work | 1 2 3 4 5 | All the things I do at work are focused on getting the job done. I keep “socialising” at work to a minimum |
| 5. | I always have to concentrate hard and discipline myself to get a job started | 1 2 3 4 5 | I start jobs easily |
| 6. | On occasions I have avoided unpleasant, difficult unfamiliar or emotionally draining jobs | 1 2 3 4 5 | If I am faced with unpleasant, difficult unfamiliar or emotionally draining jobs I get on without delay |
| 7. | I often put off important jobs in favour of doing less important jobs | 1 2 3 4 5 | I never out off important jobs and start immediately |
| 8. | I often delay jobs because I fear I will make a mistake | 1 2 3 4 5 | I never delay a job due t fear of failure |
| 9. | When I miss a deadline it is usually because I have delayed on a job | 1 2 3 4 5 | I rarely miss deadlines because of my delay |
| 10. | I often leave difficult jobs to the last minute | 1 2 3 4 5 | I generally plan my jobs in advance and I normally do all the important work early when I am at my best |

Add up your score and look at the table below

|  |  |
| --- | --- |
| **Score** | **Meaning** |
| 10 – 14 | You are very prone to procrastination and your performance is being impaired |
| 15 – 24 | You have a strong tendency to procrastinate and work below your potential |
| 25 – 35 | You are fully aware of your tendency to procrastinate and you probably work hard to keep it under control and perform to your potential |
| 36 – 45 | Your level of procrastination is low |
| 46 – 50 | You are procrastination free!! |

Formative Assessment 3

1. Make a note of your improvement areas
2. Work out a daily and weekly plan for your studying purposes. Include the following:

* Classes that you have to attend,
* Tasks that you have to complete for class,
* Allocate time for studying each day,
* Include tasks that you have to do at home or where you live, such as doing your washing, doing the dishes, etc.
* Allocate time spent with friends
* Remember to include travelling time

An example of such a schedule:

|  |  |
| --- | --- |
| Actions… | By… |
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At the end of each day, before you go to bed, check your schedule and tick off those tasks that you did complete. Think about those that you did not complete: why did you not complete them? If these are urgent tasks, put those first on your list for the next day AND THEN DO THEM FIRST! If you keep on postponing, these tasks will not get done.

1. Do the same with your weekly lists.

Keep these lists to show your facilitator, they could become part of your portfolio of evidence, since you have to be able to prove that you can prioritise your work and also that you are paying attention to your habit of procrastination.

1. At your daily early morning planning session, your manager gave you a list of tasks that you have to do. In a group, work out an order of priority for the tasks. Remember, you have to report back to him tomorrow morning.

|  |
| --- |
| Send a fax to your advertising agency to notify them of your new corporate logo |
| Arrange a meeting between your manager and his colleagues to discuss next year’s company sports day. |
| Order flowers on behalf of your manager for his wife’s birthday in two days time |
| Collect plane tickets for your manager for his flight to Cape Town which leaves this afternoon |
| Pay the company telephone bill which is due in three days’ time or else the company will be liable for disconnection |
| Confirm your manager’s accommodation as the City Lodge for his business trip to Cape Town |
| Order new fax paper for the fax machine – the paper ran out yesterday afternoon |
| Type up the minutes of the company agenda meeting which took place last night |
| Water the office plants |
| Type up the company’s proposed new no-smoking policy document which is to be implemented in three month’s time |
| File this week’s incoming correspondence (should be done daily) |
| Send the messenger to buy some fat-free milk for the Managing Director who is on diet |

Formative Assessment 4

1. Deviating from established procedures in an organisation: there are more examples than those that I have mentioned. In a group, make a list of emergency situations where it may be necessary to deviate from established procedures
2. There are many more negative things that can happen in a team than those mentioned in the learner guide. In a group, make a list of things you can think of that can happen when a team does not work well together
3. What do you think teamwork is all about?
4. Draw up a list of what you think are the five most important aspects of teamwork. Ideas must be ranked in order of importance, i.e. most important No. 1
5. Share those ideas and lists with the group to decide on the most common ideas. In other words end up with the group’s idea and ranking.
6. What is your role? What are your responsibilities? What are your Key Performance Areas within the team?
7. Think about the above questions and everything that was learnt about teamwork and then think about how you personally can contribute towards the overall effectiveness of any team that you may work in.
8. Why do you think it is important to be aware of other people’s needs? Before you answer the question, think of your own particular needs and how important they are to you.
9. Why is it important to be aware of cultural differences in the workplace? Before you answer the question, think about your own culture and which aspects are important to you.
10. Share all the above with the group

Formative assessment 5:

#### Develop a strategy for the maintenance of office equipment

In a group, develop a strategy for the effective and efficient maintenance of office equipment. The strategy should include:

* One person in the office should be made responsible for the maintenance of office equipment
* Training of all staff regarding replenishment of consumables: toner cartridges, paper, etc.
* Training of all staff regarding the normal operation of electrical equipment, such as making of photocopies, sending and receiving of faxes.
* Training of all staff in case of small technical problems
* Diarising of dates for servicing of equipment, use a three month cycle for this exercise.
* Set up a system for the ordering of paper for the photocopier and the fax so that the office does not run out of paper.
* Set up a system for ordering toner cartridges in time, so that the toner of the photocopier and the fax does not run out. Having duplicate cartridges is always a good idea, since it takes pressure off the ordering of cartridges.
* Control of stock of paper and cartridges.
* A back-up person to assume responsibility in case the nominated person responsible is not available (off sick or on leave).
* Also include a process to follow when equipment breaks down.

**You would need:**

* A diary to diarise dates
* A book in which to record services of equipment, breakdowns and the reasons for the breakdown, replenishment of consumables to establish how much is used in the office during a specified period. This could be an order book and/or a file in which all the information is recorded.
* A dedicated space in the office where the booklets (manuals) of equipment as well as the book or file mentioned above is kept. You will also have to keep the contact details of the manufacturers in case of breakdowns in this space.

First work out a rough copy of your strategy on paper. Once you are satisfied with the strategy, record the final product in your notes.

Formative assessment 6

#### How Would You Learn How New Technology In The Office Operates?

In a group, discuss the under mentioned questions and find solutions

* If the office buys a new fax machine, how would you learn how to send and receive faxes?
* How would you learn how to replace the toner cartridge?
* How would you learn how to replace the paper?
* How would you learn how to fix small technical problems?
* If the office buys a new photocopier, how would you learn how to make photocopies?
* How would you learn how to replace the toner cartridge?
* How would you learn how to replace the paper?
* How would you learn how to fix small technical problems?
* In all instances, if the equipment breaks down, what would you do to ensure that the equipment is repaired on time?

Formative assessment 7

#### Questionnaire

|  |  |  |
| --- | --- | --- |
| **Specific Outcome 2: Describe various filing systems** | | |
| 1. Describe a numerical filing system | | (2) |
| 1. Describe an alphabetical filing system | | (2) |
| 1. Describe the vertical card index system | | (4) |
| **Specific Outcome 14: Analyse and distribute business information, ensuring that individual needs are met** | | |
| 1. Describe the process of handling incoming mail | | (13) |
| **Specific Outcome 8: Decide how work should be prioritised** | | |
| 1. Attach your daily and weekly priority lists. | | (6) |
| **Specific Outcome 6: Describe issues requiring confidentiality** | | |
| 1. Name three aspects of employee personal documentation that must be handled confidentially. | | (3) |
| 1. Name four aspects of organisational documentation that must be handled confidentially. | | (4) |
| 1. Name three ways of ensuring that confidential documents remain confidential. | | (3) |
| **Specific Outcome 13: Site examples of situations where it is acceptable to deviate from establishment procedures** | | |
| 1. Name five instances where it would be acceptable to deviate from the established procedures in an organisation**.** | | (5) |
| **Specific Outcome 7: Decide how one can contribute to the overall effectiveness of the team** | | |
| 1. Describe the role a team player must play in order to contribute to the overall effectiveness of a team | (7) | |
| **Specific Outcome 1: Describe safety principles for general operation of electrical equipment** | | |
| 1. List at least four safety principles for general operation of electrical equipment. | (4) | |
| **Specific Outcome 11:Describe the range of consumables which may be replenished** | | |
| 1. List the consumables that have to be replaced in a fax | (2) | |
| **Specific Outcome 3: explain the importance of all staff understanding the function and use of office equipment** | | |
| 1. Why should all staff working in an organisation understand the function and use of office equipment? | (1) | |
| **Specific Outcome 17: Develop a strategy for maintaining the office equipment** | | |
| 1. Attach the strategy you and your group developed for maintaining office equipment | (1) | |
| **Specific Outcome 16: Suggest ways one would learn how the technology operates** | | |
| 1. How would you learn to make a photo copy? | | (1) |
| **Specific Outcome 5: Explain the importance of being sensitive to other people’s needs and cultures** | | |
| 1. Why should you be sensitive to other people’s needs and cultures? | | (2) |
| Total | | (60) |