## 13928 WORKPLACE ASSESSMENT

## Observation

Specific Outcome 1: Monitor the maintenance of a clean and safe reception area as per organisational requirements

Specific Outcome 2: Monitor presentation of reception area

Specific Outcome 3: Monitor the implementation of security procedures in reception area

#### Activity 1

Monitor the maintenance of the reception area in your college, place of work or any other place that you are involved in where people work, for example a sport club or your local church. Your facilitator, supervisor or the supervisor of the alternative venue has to complete and sign the following checklist:

|  |  |  |  |
| --- | --- | --- | --- |
| **Action: did the learner** | **Yes** | **No** | **Remarks** |
| Maintain housekeeping standards according to the policies of the workplace |  |  |  |
| Ensure that housekeeping operations did not disrupt operational services |  |  |  |
| Identify areas that did not meet the required standards |  |  |  |
| Record non-conformances |  |  |  |
| Institute actions and procedures required to rectify substandard areas |  |  |  |
| Monitor the revised procedures to ensure that minimum standards are met |  |  |  |
| Maintain the presentation of the reception area according to the standards of the organisation |  |  |  |
| Identify areas of non-conformance |  |  |  |
| Note and record areas of non-conformance |  |  |  |
| Suggest actions to rectify areas of non-conformance |  |  |  |
| Present the suggestions to management for approval to implement |  |  |  |
| Communicate the areas of improvements to the employees involved |  |  |  |
| Note and document security procedures, including the procedures for handling firearms |  |  |  |
| Brief reception personnel verbally about the security procedures |  |  |  |
| Provide a written summary of security procedures to reception personnel |  |  |  |
| Monitor security procedures |  |  |  |
| Identify discrepancies and problems |  |  |  |
| Report discrepancies and problems to ensure the safety of the workplace |  |  |  |
|  |  |  |  |  |
| Supervisor signature | Date | Learner signature |  | Date |

## Work sample

#### Activity 2

* Describe the improved housekeeping standards
* Describe the improved security procedures

Attach this to your POE

|  |
| --- |
| Logbook 13928 |
| **Date** | **Assignment No** | **Start** | **Finish** | **Total Hours** |
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| Date | Candidate signature | Date | Mentor/supervisor signature |

## Assessment Review

|  |  |
| --- | --- |
| **NAME of LEARNER** | **NAME of ASSESSOR** |
| **VENUE**  | **DATE of REVIEW** |
| **UNIT STANDARD** | 13928 Monitor and control reception area  |
| **Review Dimension** | **ASSESSOR** | **LEARNER/****CANDIDATE** | **ACTION** |
| The principles/criteria for good assessment were achieved? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The assessment related to the registered unit standard? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The assessment was practical? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| It was time efficient and cost-effective and did not interfere with my normal responsibilities? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The assessment instruments were fair, clear and understandable | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The assessment judgements was made against set requirements | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The venue and equipment was functional? | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| Special needs were identified and the assessment plan was adjusted | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| Feedback was constructive against the evidence required | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| An opportunity to appeal was given | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| The evidence was recorded | [ ] Agree[ ] Disagree | [ ] Agree[ ] Disagree |  |
| **LEARNER”S DECLARATION OF UNDERSTANDING** |
| I am aware of the moderation process and understand that the moderator could declare the assessment decision invalid |
|  |  |  |
| **Learner** | **Date** | **Assessor** | **Date** | **Moderator** | **Date** |

## Candidate Feedback Report

|  |  |  |  |
| --- | --- | --- | --- |
| Candidate's Name |  | ID No. |  |
| Assessor's Name |  | Reg. No. |  |
| Unit Standard Title | 13928 Monitor and control reception area  |
| **ASSESSMENT DECISION** |
| Source of Evidence | C | NYC | Comments |
| Assessments |  |  |  |
| Product |  |  |  |
| Indirect Evidence |  |  |  |
| Overall Assessment Decision |  |
| Additional Notes |  |
| Date  |  |
|  |  |
| Signature of Assessor | Signature of Candidate |

## Candidate Appeal Form

|  |  |  |
| --- | --- | --- |
| Candidate's Name:  |  ID No. |  |
| Assessor's Name:  | Reg. No. |  |
| Unit Standard Title:  | 13928 Monitor and control reception area  |
| Date:  |  |
| SECTION 1 |  |
| Candidate's reason for disagreeing with the assessment decision |  |
| Assessor's rationale for the assessment decision |  |
| Candidate's signature |  |
| Assessor's signature |  |
| SECTION 2 |  |
| Moderator's decision |  |
| Moderator's signature  |  |

Please send this form to:

## Assessor's Report

|  |  |  |  |
| --- | --- | --- | --- |
| Candidate's Name |  | ID No. |  |
| Assessor's Name |  | Reg. No. |  |
| Unit Standard Title | 13928 Monitor and control reception area  |
| ASSESSMENT DECISION |
| Specific Outcome | C | NYC | Comments |
| Monitor the maintenance of a clean and safe reception area as per organisational requirements  |  |  |  |
| Monitor presentation of reception area  |  |  |  |
| Monitor the implementation of security procedures in reception area  |  |  |  |
| Overall Assessment Decision |  |
| Comments |  |
| Date  |  |
|  |  |
| Signature of Assessor | Signature of Candidate |

## Moderator's Report

|  |  |  |  |
| --- | --- | --- | --- |
| Moderator's Name |  | Reg. No. |  |
| Assessor's Name |  | Reg. No. |  |
| Candidate's Name |  | ID No. |  |
| Unit Standard Title | 13928 Monitor and control reception area  |
| **MODERATION DECISION** |
| Specific Outcome | C | NYC | Comments |
| Monitor the maintenance of a clean and safe reception area as per organisational requirements  |  |  |  |
| Monitor presentation of reception area  |  |  |  |
| Monitor the implementation of security procedures in reception area  |  |  |  |
| Overall Moderation Decision |  |
| Feedback to Assessor |  |
| Action Required  |  |
| Date of Moderation |  |
| Signature of Moderator |  |
| Signature of Assessor |  |
| Signature of Candidate |  |