**LEARNNER SUMMATIVE ASSESSMENT GUIDE AND PoE**

**67465 National Certificate:**

**Business Administration Services**

**Level 3**

**Module 6 Organisation Skills**

Unit Standard 7706 Level 3 Credits 3

Maintain a Booking System



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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:** | | | | |  |
| **Contact Details** | **email:** |  | | | | | | |
| **Phone:** |  | **Fax:** | |  | | | |
| Moderator Details | | | | | | | | |
| **Name** |  | | | | | | | |
| **Branch** |  | | | | | | | |
| **Contact Details** | **email:** |  | **Registration No:** | | | |  | |
| **Phone:** |  | **Fax:** | |  | | | |
| Candidate Details | | | | | | | | |
| **Surname** |  | | | **Name** | |  | | |
| **College** |  | | | **ID No** | |  | | |
| **Branch** |  | | | | | | | |
| **Contact Details** | **Email:** |  | | | | | | |
| **Phone:** |  | | **Fax:** |  | | | |

## Competence

Congratulations on completing the programs. We sincerely hope you enjoyed the programme and that the learning experience was enriching.

The fact that you have attended training, however, is not sufficient evidence of your competence for us to award you a certificate and the credits attached to this programme. You are required to undergo assessment in order to prove your competence to achieve credits leading to a national qualification.

#### Being Declared Competent Entails:

Competence is the ability to perform whole work roles, to the standards expected in employment, in a real working environment.

There are three levels of competence:

* **Foundational competence**: an understanding of what you do and why
* **Practical competence**: the ability to perform a set of tasks in an authentic context
* **Reflexive competence**: the ability to adapt to changed circumstances appropriately and responsibly, and to explain the reason behind the action

To receive a certificate of competence and be awarded credits, you are required to provide evidence of your competence by compiling a portfolio of evidence, which will be assessed by a SETA accredited assessor.

#### You Have to Submit a Portfolio of Evidence

A portfolio of evidence is a structured collection of evidence that reflects your efforts, progress and achievement in a specific learning area, and demonstrates your competence.

#### The Assessment of Your Competence

Assessment of competence is a process of making judgments about an individual's competence through matching evidence collected to the appropriate national standards. The evidence in your portfolio should closely reflect the outcomes and assessment criteria of the unit standards of the learning programme for which you are being assessed. To determine a candidate’s knowledge and ability to apply the skills before and during the learning programme, formative assessments are done to determine the learner’s progress towards full competence. This normally guides the learner towards a successful summative (final) assessment to which the assessor and the candidate only agree when they both feel the candidate is ready.

Should it happen that a candidate is deemed not yet competent upon a summative assessment, that candidate will be allowed to be re-assessed. The candidate can, however, only be allowed two reassessments. When learners have to undergo re-assessment, the following conditions will apply:

* Specific feedback will be given so that candidates can concentrate on only those areas in which they were assessed as not yet competent
* Re-assessment will take place in the same situation or context and under the same conditions as the original assessment
* Only the specific outcomes that were not achieved will be re-assessed

Candidates who are repeatedly unsuccessful will be given guidance on other possible and more suitable learning avenues. In order for your assessor to assess your competence, your portfolio should provide evidence of both your knowledge and skills, and of how you applied your knowledge and skills in a variety of contexts. This Candidate’s Assessment Portfolio directs you in the activities that need to be completed so that your competence can be assessed and so that you can be awarded the credits attached to the programme.

#### Appeals & Disputes

The candidate has the right to appeal against assessment decision or practice they regard as unfair. An Appeals and Disputes procedure is in place and communicated to all assessment candidates in order for them to appeal on the basis of:

* Unfair assessment
* Invalid assessment
* Unreliable assessment
* Unethical practices
* Inadequate expertise and experience of the assessor

Appeals have to be lodged in writing (Candidate Appeal Form) & submitted to Training provider internal moderator within 48 hours, following the assessment in question. The moderator will consider the appeal & make a decision regarding the granting of a re-assessment. The learner will be informed about the appeal-outcome within 3 days of lodging the appeal. Should the learner not be satisfied with the internal appeal outcome, the learner will be advised of the rights to refer the matter to the SETA ETQA.

## 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

Exit level outcome: Coordinate meetings, minor events and travel arrangements

These assessment exercises will cover the unit standards for exit level outcome **Coordinate meetings, minor events and travel arrangements** in order to achieve a competency certificate. The purpose of the assessment process is to gather enough evidence to prove that the exit level outcomes were achieved.

Competency will be assessed through a knowledge questionnaire as well as workplace activities and assignments recorded in POE. Assessment evidence should be sufficient to prove that the candidate is capable in all required tasks set by the unit standards and a competency judgement will be made regarding the exit level outcome. Principles of fairness, validity, practicability, reliability and consistency will be adhered to throughout.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Qualification** | National Certificate: Business Administration Services | | **Unit Standard Codes** | | 13929 |
| **Level** | Level 3 | | Credits | | 3 |
| **Purpose of Assessment** | The purpose of this assessment is to achieve the first step into applying the acquired skills and knowledge in the workplace | | | | |
| **Assessment 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 | Input based assessments | | Assessor | Immediate |

## Record Of Learning

National Certificate Business Administration Services

SAQA ID 67465

**Level 4 Credits 120**

Exit level outcome: **Coordinate meetings, minor events and travel arrangements**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |
| 13929 | 3 | 3 |  |  | |  |

## Unit Standard 13929

#### Unit Standard Title

Co-ordinate meetings, minor events and travel arrangements

#### NQF Level

3

#### Credits

3

#### Specific Outcomes

**Specific Outcome 1:** Identify a date, venue and time for a meeting or event

**Assessment Criteria**

* A range of dates for meeting/event are provided to attendees
* Suitable dates and venues are determined based on responses to range of dates provided
* Meeting/event is booked and confirmed with attendees in writing
* All related documentation is forwarded to the attendees

**Specific Outcome 2**: Arrange venue and catering

**Assessment Criteria**

* Venue is selected and booked
* Process of selecting venue is described
* Special arrangements, logistics, meeting room layout and equipment required are confirmed with the venue provider
* Process of selecting date, caterer and menu is described, taking into consideration religious and dietary requirements
* Agenda for meeting/event is forwarded to venue provider and caterers so that correct times for meals and breaks can be adhered to
* Venue and caterers are notified in writing and deposits paid

**Specific Outcome 3**: Make travel, car hire and accommodation arrangements

**Assessment Criteria**

* Travel, car hire and accommodation requirements for all attendees are determined
* Suitable accommodation is secured and bookings confirmed in writing
* Car hire facilities are identified and confirmed in writing
* Travel arrangements are made and all necessary documentation forwarded to the attendees
* Invoices relating to travel, car hire and accommodation are processed
* Any relevant advance disbursements for travel, car hire or accommodation are processed

**Specific Outcome 4**: Assemble and distribute documentation for meeting or event in good/sufficient time to attendees

**Assessment Criteria**

* Deadline date for receipt of documentation from contributors is established according to agreed time frames
* Deadline date is communicated to contributors
* Documents are assembled, copied and collated
* Relevant documents are timeously distributed in hard or electronic form to participants.

#### Critical Cross-Field Outcomes

* Identify and solve problems regarding specific meeting requirements.
* Work effectively with others liaising and negotiating dates and venues.
* Organise oneself and one’s activities to collect and collate information on venues and caterers
* Communicate effectively using assertive telephone techniques and negotiating skills.
* Use science and technology to communicate meeting details (e-mail, fax and telephone).

## 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:** | 13929 Co-ordinate meetings, minor events and travel arrangements | | |
| **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** | |  | |

## Knowledge Questionnaire

**Specific Outcome 1:** Identify a date, venue and time for a meeting or event

**Assessment Criteria**

* A range of dates for meeting/event are provided to attendees
* Suitable dates and venues are determined based on responses to range of dates provided
* Meeting/event is booked and confirmed with attendees in writing
* All related documentation is forwarded to the attendees

**Specific Outcome 2**: Arrange venue and catering

**Assessment Criteria**

* Venue is selected and booked
* Process of selecting venue is described
* Special arrangements, logistics, meeting room layout and equipment required are confirmed with the venue provider
* Process of selecting date, caterer and menu is described, taking into consideration religious and dietary requirements
* Agenda for meeting/event is forwarded to venue provider and caterers so that correct times for meals and breaks can be adhered to
* Venue and caterers are notified in writing and deposits paid

**Case study:** You have to arrange a team building event for your department. The event will last two days and will include the following:

* Day one morning: welcoming by manager, introduction and purpose of the team building exercise, discussion on effective teamwork at the moment in the department
* Day one afternoon: physical team building activities
* Day two morning: discussion of the previous afternoon’s activities and planning of the year ahead.
* Day two afternoon: check out and return home

Do the following

1. Contact a venue that does team building events and get the following details from them:
2. Venues available. (2)
3. Menus available. There will be two people who only eat Halaal in the group. You have to make sure that their needs are also catered for. (2)
4. Make sure that you get a layout of the venue, with tables, chairs, power points and available training aids such as OHP’s, white boards, etc. (4)
5. Find out what the venue will cost and how much the deposit will be. (2)
6. Send a memo to the department employees (1), quoting the venue (1) and stating various dates for the event (1), requesting their feedback about the most suitable dates. (1) (4)
7. Explain how you will use the replies to determine the most suitable dates for the team building event. (4)
8. Select one date from your list and write a confirmation to attendees about the date of the booking. Include all relevant details such as the opening of the program, times for tea breaks and lunch breaks, and all other program details. (4)
9. Make sure that you request a confirmation of attendance by a certain date from the attendees (2)
10. Find out about a suitable venue and write a booking confirmation to the venue. You must not send the booking as this is only an exercise. Attach the agenda you sent to the attendees to your confirmation to the venue. Make sure that details of the menu are also included. State the total amount due to the venue in your confirmation, as well as the amount of the deposit that has to be paid. (8)

**Specific Outcome 3**: Make travel, car hire and accommodation arrangements

**Assessment Criteria**

* Travel, car hire and accommodation requirements for all attendees are determined
* Suitable accommodation is secured and bookings confirmed in writing
* Car hire facilities are identified and confirmed in writing
* Travel arrangements are made and all necessary documentation forwarded to the attendees
* Invoices relating to travel, car hire and accommodation are processed
* Any relevant advance disbursements for travel, car hire or accommodation are processed

1. You have to arrange car hire for two of the attendees. Contact a car hire company to find out what the procedure is to hire a car. Describe the procedure. (4)
2. You also have to arrange accommodation for the attendees at the venue. Find out what the procedure is to arrange accommodation, how much it will cost, when payment will take place and what the deposit is that has to be paid. Write down the procedure. (4)
3. Find out how invoices relating to the payment of the venue, the accommodation and car hire must be processed for your organisation or your college. (4)
4. Find out from the college or your organisation what the procedure is to pay travel arrangements in advance. Describe the procedure. (4)

**Specific Outcome 4**: Assemble and distribute documentation for meeting or event in good/sufficient time to attendees

**Assessment Criteria**

* Deadline date for receipt of documentation from contributors is established according to agreed time frames
* Deadline date is communicated to contributors
* Documents are assembled, copied and collated
* Relevant documents are timeously distributed in hard or electronic form to participants

You have to report on the team building exercise to your supervisor. Write down what documentation you have to present to your supervisor to prove that all the arrangements have been made. (10)

**TOTAL 58 POINTS**