**LEARNER SUMMATIVE ASSESSMENT GUIDE AND PoE**

**67465 National Certificate:**

**Business Administration Services**

**Level 3**

**Module 5 Administration Skills**

Unit Standard 13931 Level 3 Credits 4

Monitor and control the maintenance of office equipment

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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 employmentThere 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 outcomes: Function in a team and overall business environment and Set personal goals

These assessment exercises will cover the unit standards for exit level outcomes **Function in a team and overall business environment and Set personal goals** 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.

# UNIT STANDARD 13931

#### Unit Standard Title

Monitor and control the maintenance of office equipment

#### NQF Level

3

#### Credits

4

#### Specific Outcomes

Specific Outcome 1: Demonstrate an understanding of office equipment maintenance procedures and processes

Assessment Criteria

* The importance of conducting routine maintenance on office equipment is explained
* Office equipment for maintenance is identified and listed
* Procedures for maintenance of office equipment are explained
* Appropriate personnel are notified of impending maintenance

Specific Outcome 2: Monitor and liaise with maintenance providers

Assessment Criteria

* Maintenance providers are identified, listed and contact details are obtained
* Suggestions and recommendations for suitable maintenance providers are submitted
* Maintenance agreements are studied and filed
* Maintenance providers are contacted to repair or maintain equipment where relevant.
* Any problems with maintenance providers are identified and reported

Specific Outcome 3 Conduct routine maintenance on designated office equipment

Assessment Criteria

* Type of routine maintenance is identified and explained
* Safety measures for routine maintenance are described
* Location of maintenance equipment and accessories are identified and procedure for retrieval is explained
* Routine maintenance is conducted according to manufacturers` instructions
* Office equipment is checked to ensure it is in working order before use
* Maintenance materials are disposed of in accordance with organisational requirements
* Routine maintenance is conducted within agreed time frames

#### Critical Cross-Field Outcomes

* Identify and solve problems pertaining to the maintenance of office equipment
* Work effectively with others to ensure that the production area is maintained
* Collect, analyse, organise and critically evaluate information relating to maintenance procedures and providers
* Communicate effectively with personnel and providers to ensure the effectiveness of the equipment in workplace

## 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:** | | | | |
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### 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:** | 13931 Monitor and control the maintenance of office equipment | | | | | | |
| **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: Demonstrate an understanding of office equipment maintenance procedures and processes

Assessment Criteria

* The importance of conducting routine maintenance on office equipment is explained
* Office equipment for maintenance is identified and listed
* Procedures for maintenance of office equipment are explained
* Appropriate personnel are notified of impending maintenance

|  |
| --- |
| 1. Give one reason why it is important to conduct routine maintenance on office equipment. (1) |
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|  |
| 1. Name at least four items of office equipment that could require maintenance. (4) |
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|  |
| 1. Explain the procedure to follow when conducting routine maintenance on a photo copier. (7) |
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| 1. Who in the college or your place of work should be notified of the intended routine maintenance? (1) |
|  |
|  |

Specific Outcome 2: Monitor and liaise with maintenance providers

Assessment Criteria

* Maintenance providers are identified, listed and contact details are obtained
* Suggestions and recommendations for suitable maintenance providers are submitted
* Maintenance agreements are studied and filed
* Maintenance providers are contacted to repair or maintain equipment where relevant.
* Any problems with maintenance providers are identified and reported

|  |
| --- |
| 1. Write down the details of the photo copier – who manufactured it, what is the model name/number? (2) |
|  |
|  |
| 1. Who is the maintenance provider for the photo copier in the college? (1) |
|  |
|  |
| 1. Name at least one other maintenance provider who could be responsible for the maintenance of the photo copier (1) |
|  |
|  |
| 1. Study the maintenance agreement of the photo copier and quote the following details: |
| * Who must be contacted when the photo copier has to be repaired? (1) |
|  |
|  |
| * How often must the photo copier be serviced? (1) |
|  |
|  |
| * What paper must be used in the photo copier? (1) |
|  |
|  |
| * What cartridge/toner must be used for the photo copier? (1) |
|  |
|  |
| * What happens to the maintenance agreement if the incorrect paper or ink/cartridge is used? (1) |
|  |
|  |
| * Who in the college should problems with the maintenance provider be reported to? (1) |
|  |
|  |
| * If the technician does not do his job properly, who at the maintenance provider can the problem be reported to? (1) |
|  |
|  |

Specific Outcome 3 Conduct routine maintenance on designated office equipment

Assessment Criteria

* Type of routine maintenance is identified and explained
* Safety measures for routine maintenance are described
* Location of maintenance equipment and accessories are identified and procedure for retrieval is explained
* Routine maintenance is conducted according to manufacturers` instructions
* Office equipment is checked to ensure it is in working order before use
* Maintenance materials are disposed of in accordance with organisational requirements
* Routine maintenance is conducted within agreed time frames

|  |
| --- |
| 1. Where is the replacement photo copier cartridge kept? (1) |
|  |
|  |
| 1. Who must issue the cartridge? (1) |
|  |
|  |
| 1. Explain how the photo copier cartridge/ink must be replaced according to the manufacturer’s instructions. (5) |
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|  |
| 1. Under the supervision of your facilitator, replace the cartridge of the photo copier. (5) |
|  |
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|  |
| 1. Under the supervision of your facilitator, replace the paper of the photo copier. (2) |
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|  |
| 1. Check that the photo copier is working by making a photo copy. (1) |
|  |
|  |

TOTAL 35 POINTS