110021 **FORMATIVE ASSESSMENT**

### 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

### Formative Assessment 2

Consider each of the items 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 |  | 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 to 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 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!! |

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… |
|  |  |
|  |  |
|  |  |
|  |  |

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 3

1. 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
2. What do you think teamwork is all about?
3. 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
4. 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.
5. 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.

### Formative Assessment 4

* How would you define conflict?
* Why do we need to understand conflict and find effective ways of dealing with it?
* Can you think of any more examples for the causes of conflict?
* What are the negative outcomes of conflict?
* What are the positive outcomes of conflict?

### Formative Assessment 5

**Handout 4**

In the list circle the number that best reflects where you fall on the scale. 10 is high and describes you well. 1 is low and does not describe you at all.

If you scored 100 or above you have a strong win-win philosophy when it comes to resolving conflict. You recognise what conflict resolution requires and seem willing to be flexible and apply yourself accordingly.

If you scored between 70 – 99, you should do well when resolving conflict situations. There are some characteristics that you need to focus on and develop.

If you scored below 70, go over the items again carefully. Identify those where you scored low and highlight them for personal development areas.

### Formative Assessment 6

* + Name five barriers to communication
	+ List five things you can do to improve your listening skills
	+ List five things you can do to ensure that the recipient of the message understands your message when you are the communicator
	+ What is the purpose of upwards communication in an organisation
	+ A customer phones you about an error on his statement. He is very, very angry and shouts at you. You were not responsible for the error, would it be the correct procedure to say to the customer:” Don’t shout at me! It’s not my fault and it’s not my job. You must phone again and speak to so and so.” ?

### Formative Assessment 7

* + List three personal information and documentation matters that are considered confidential
	+ List three client information and documentation matters that are considered confidential

List three business or organisational matters that are considered confidential

### Formative Assessment 8

1. Why do we file?
2. Name five features of a good filing system
3. Name three methods of classifying files
4. Name the seven steps in the filing process
5. Describe the mail distribution process
6. Describe the process of handling incoming faxes
7. What is internal mail?

# FINAL FORMATIVE ASSESSMENT

|  |  |
| --- | --- |
| 1. Name five barriers to communication
 | 5 |
| 1. List five things you can do to improve your listening skills
* .
 | 5 |
| 1. List five things you can do to ensure that the recipient of the message understands your message when you are the communicator.
 | 5 |
| 1. What is the purpose of upwards communication in an organisation?
 | 1 |
| 1. Give a definition of a team.
 | 2 |
| 1. List five advantages of constructive conflict
 | 5 |
| 1. List the five basic approaches to handling conflict
 | 5 |
| 1. List the three outcomes of conflict.
 | 3 |
| 1. List three examples of noise during the communication process.
 | 3 |
| 1. Describe active listening
 | 6 |
| 1. Name the four directions in which communication flows in an organisation
 | 4 |
| 1. A customer phones you about an error on his statement. He is very, very angry and shouts at you. You were not responsible for the error, would it be the correct procedure to say to the customer:” Don’t shout at me! It’s not my fault and it’s not my job. You must phone again and speak to so and so.
 | 5 |
| 1. Who should you refer the problem mentioned in no 12 to?
 | 1 |
| 1. Name three ways of advising customers of special promotions or events.
 | 3 |
| 1. When the customer has a query, it is very important to provide him with the information he requires as soon as you have it available. If you commit yourself to have an answer for him at a certain time, make sure that you get the answer to him at the time. If this is not possible, notify your customer that you are not ready yet. Why should you do this?
 | 1 |
| 1. List at least four duties that you think a secretary would be required to perform.
 | 4 |

|  |  |
| --- | --- |
| 1. Name at least six departments that can typically be found in an organisation.
 | 6 |
| 1. Describe a diary.
*
 | 2 |
| 1. List the steps involved in prioritising your work
 | 10 |
| 1. Name four features of a good filing system
 | 4 |
| 1. Name the seven steps in the filing process
*
 | 7 |
| 1. List the ten steps involved in handling incoming mail
 | 10 |
| 1. Name three ways of handling internal mail
 | 3 |
| **TOTAL** | **100** |