# 242817 FORMATIVE ASSESSMENT

Formative Assessment: Group activity SO1 AC 1 – 4

#### Case study 1

A supervisor of a supermarket had just turned off the lights in the store, when a man appeared and demanded money. The supervisor opened the cash register. The contents of the cash register were scooped up and taken, and the man sped away.

In a group, define the problem

The story seems simple enough. But look at it very carefully.

Are the following statements true or false?

1. A man appeared after the owner had turned off his store lights.

2. The robber was a man.

3. While the cash register contained money, the story does not say how much.

4. The police were called in to investigate.

5. The man sped away with money taken from the cash register.

In a group, think of more scenarios to the above case study.

#### Refer to Case study 1

For the sake of this Formative Assessment, we will say that a robbery took place. Answer the following questions:

* What happened?
* Where did it occur?
* What did we want to happen?
* What should have happened?
* Is that a problem?
* How bad is the problem?
* What else is involved? Who or what is affected by it now?
* Who or what was responsible?
* Is it an isolated incident or is it likely to happen again
* What are the consequences of ignoring the problem?
* How else can the problem be stated?
* Have similar problems existed ‑ how were they solved?
* Why does it have to be solved?
* When does it have to be solved?
* What will it cost to solve the problem?
* Who should solve it?
* What is likely to happen when the problem is solved?
* Who will be affected?
* Are you being influenced by your own feelings about the situation?
* Is it a problem, or just a symptom?
* Is this problem linked to other situations?
* What other external factors should you take into account?

Determine who the stakeholders are and explain why they should be involved in the problem-solving process.

Formative Assessment SO 2 AC 1 – 2; SO 3 AC 1-3

#### Refer back to Case Study 1 and restate the problem

To get the creative processes flowing, do the following Formative Assessments:

* Using the brainstorming technique, list as many uses for a paper clip as you can in two minutes. The facilitator will lead the discussion
* Use mapping to link at least four uses

#### Refer to Case Study 1

* In a group, consider the possible courses of action that can be taken. Use the brainstorming technique. List eight of the possible solutions.

Use mapping to link the solutions. Do it in the form of a flow chart.

Draw up a questionnaire of six questions. List the problem and at least six solutions to the problem. Number them from one to six and request the other party to rank them from 1 to 6, with 1 being the best solution and 6 the worst. Also leave space for the other party to give you their solution to the problem.

Your group gives your questionnaires to another group for completion and you complete a different group’s questionnaires.

|  |
| --- |
| Problem: |
| Possible solutions. |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
|  |

When everybody has completed the questionnaires, hand them back to the original groups. Collate the questionnaires, ranking the solutions as according to the replies received.

|  |
| --- |
| Number of positive replies: |
| Solution 1 |  |
| Solution 2 |  |
| Solution 3 |  |
| Solution 4 |  |
| Solution 5 |  |
| Solution 6 |  |
| Alternative solutions |  |

Now, evaluate the possible courses of action.

* Advantages
* Disadvantages
* Duration
* Effects
* Which factors do you think influenced your decision?

Refer back to Case Study 1 and your notes on that case study.

In a group, answer the following questions:

* List as many options (solutions) to the problem as you can.
* What are the likely end results of each of the above options?
* Which option seems to be the best from all angles? Motivate your answer.

Formative Assessment SO4 AC 1 – 3, SO5 AC 1 - 3

#### Refer to Case Study 1

* Develop an action plan to implement the solution
* Determine who the stakeholders are that have to be consulted
* Decide how long you will monitor the implementation of the solution
* Decide how you will monitor the implementation

#### Case study 2

Study the following case situation and then answer all the questions that follow.

Jerry Davids is the supervisor of an association of more than 50 000 members. Along with standards and professional development, one of the prime services the association provides to its members is information like referrals, pamphlets, brochures, books, videos and other materials.

As seen on the flow chart, requests for information are handled first by the member Services Department, where they are separated according to type and the necessary internal forms are completed. These forms are then sent to the appropriate departments for sorting, boxing and mailing

There is evidence of a backlog in the Members Services Department. Videos are not being sent on time and delivery dates are as much as four weeks after the receipt of the request.

Jerry has checked with the despatch department and found that they receive the paperwork and then deliver the goods the same day.

Jerry has decided to call a meeting with David Wagner, who is in charge of the Member Services Department, to iron out the problem.

The following is their conversation:

Jerry: David, I am sure you are wondering why I called you in. It seems you have a rather serious backlog in processing requests for member information.

David: Well, I understand that, of course. As a matter of fact it is quite timely, because I was going to talk to you about it. One of the real problems we have is that we are getting tons of requests that we simply cannot handle.

Jerry: Our total volume hasn't increased in over eight months. What seems to be the hold up?

David: Well, typically a request will come in from one of our members asking for more than one item. Let's use video for example. We sort an order for a video that goes to the audio visual library and, if the request also includes such things as pamphlets, we make the order for pamphlet packaging. Usually, it also takes some kind of correspondence back to the member because they invariably ask for other kinds of information they can't provide.

Jerry: I see. Well, what do you feel is the solution.

David: Because of the increasing volume of this type of order we simply have to have another employee if we are going to keep up with the demand.

Answer all the following questions. Show the process you followed with each step. Ensure that you follow all the steps and consider all the options as per the learner guide. Indicate your steps and processes.

* Define the apparent problem
* List at least three symptoms of the problem
* Analyse the problem
* From the information given in the case situation, list at least three facts about this problem
* Restate the problem
* Determine possible causes of action
* Which problem solving techniques would you use? Why?
* Establish the criteria and evaluate possible solutions against the criteria. List at least three possible solutions other than taking on an additional person.
* Evaluate the solutions
* If you were the departmental supervisor, what would your decision be to solve the problem? State your reasoning for this decision.
* How would you Implement the solution?