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| Generic Moderator’s Guide |
| ***Module 4*** |

**NATIONAL Certificate:**

**GENERIC MANAGEMENT**

**59201**

**GENERIC MANAGEMENT**

**(LP60269)**

**Skills Program 4-Unit Management**

**Unit Standard Credit Total:**

**Unit Standard NQF Level:**

**MODERATOR GUIDE**

**Assessor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Moderator Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Welcome to the Moderator Guide!**

This document aims to provide the moderator with guidance towards the assessment process / evidence / competencies needed for the achievement of the outcomes in this module.

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**Instructions to the Moderator**

Verify and evaluate the assessment conducted by the assessor on the learner through the evidence collected in the Assessment Instrument.

* The moderator must moderate all of the outcomes / criteria of this unit standard.
* The moderator is required to mark comments (either sufficient / insufficient with supporting statement) where appropriate next to each outcome criteria based upon the evidence evaluated.
* The moderator is also required to check upon and evaluate the processes followed by the assessor during the assessment process to validate the assessment and ensure that all the assessment principles have been implemented a followed by the assessor.

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| **Instructions & Memorandum of Assessment** |

**Section1:**

* 1. **Classroom: Formative Knowledge Questionnaire**

These knowledge based questions will be based on the outcomes and content of the classroom training session. The learner is required answer all the questions provided as this will also form part of their portfolio of evidence.

* 1. **Classroom: Practical Assessment Activities and Assignments**

These activities will be completed during the classroom or facilitation session and can be found in the learning material.

**Section 2:**

* 1. **Observational Assessment and Workplace Assignments**

To be completed in the workplace by the facilitator and / or assessor based on the learner’s performance at the end of the course.

* 1. **Summative Knowledge Assessment**

Learner to complete the knowledge assessment by answering all the questions provided in filled giving examples where asked.

* 1. **Personal Narrative**

The personal narrative requires the learner to reflect on the requirements of the reflexive competence required in the application of the learning.

* 1. **Witness Testimony**

The witness testimony consists of a testimonial based on the learner’s performance as observed / reviewed by your Supervisor / Manager in the workplace.

* 1. **Logbook**

Containing the activity records as required by the programme and completed by the learner.

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| **Assessment Strategy** | | | | | |
| **Learner Profile:** | Learner profile to be recorded here: E.g. Learners working towards this standard are working within a SMME. | | | | |
| **Entry Requirements** | Entry level requirements to be recorded here. | | | | |
| **Check Entry Requirements** | Learners to submit proof of entry requirements, i.e. school certificates / reports. Learners who cannot provide proof of entry level requirements will be undergo testing at accredited assessment centres. Information will be provided as required. | | | | |
| **Purpose of Assessment** | The purpose of this assessment is to determine and recognise learner competence against the unit standard “Apply the principles and concepts of emotional intelligence to the management of self and others”. | | | | |
| **Assessment Approach** | Learners will undergo formative assessment and summative assessment. Evidence gathered during formative assessment will be used towards summative assessment. Formative Assessment will include activities. Summative Assessment will contain and Workplace Assignment, knowledge questionnaire and the completion of a personal narrative. | | | | |
| **Assessment Conditions** | Formative Assessment: Classroom or boardroom. | | | | |
| **Learner Needs** | * Special needs are identified through the learner information form completed during enrolment and verified during the Assessment Preparation Interview which takes place at the end of the learning intervention. * Assessment should be adjusted based on special needs requests, provided that the fairness, validity and reliability of the assessment are not compromised. Special needs include, but are not limited to: Hearing impairment, Physical impairment, Learning disabilities, Visual impairment, Speech impairment and Medical conditions | | | | |
| **Learner Support** | * Learning facilitation * Facilitator / Assessor guidance and support with completion of Summative Assessment | | | * Mentoring & Coaching (provided by supervisor) * Facilitator guidance and support with workshop activities | |
| **Resources & Equipment** | * Training Venue * PowerPoint Slides | | * Data Projector * Flipchart stand | * Flipchart paper * Coloured Pens | * Laptop * Pre-designed assessment instruments |
| **Assessment Tools in relation to VARCS** | **Validity** | The assessment tools cover all of the specific outcomes, assessment criterion, embedded knowledge (where applicable) and critical cross field outcomes of the unit standard. The tools measure the requirements of this unit standard. | | | |
| **Authenticity** | The learners are required to sign a declaration sheet that states that they have submitted their own work. The assessor checks that this sheet is submitted in the learner’s portfolio of evidence. In line with the principles of assessment, the assessor will ensure that they are satisfied that work being assessed belongs to the learner in question. | | | |
| **Reliability** | Consistent results will be obtained with different assessors by making use of these assessment tools. | | | |
| **Current** | The evidence presented will be current – not older than 3 years. | | | |
| **Sufficient** | The assessment tools selected for this assessment provides enough evidence to show that the learners have met the criteria and specific outcomes required to be found competent against this unit standard.  This performance can be repeated consistently with the same results. | | | |

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| **The Assessment Process** | | |
| **1** | **Plan and Prepare for Assessment** | **Documents** |
| 1. Plan & Prepare self for Assessment  * Understand all the requirements of the assessment in terms of evidence required to prove competence. * Identify logistical arrangements that have to be made * Familiarise self with assessment instruments and tools * Identify any resources required for assessment * Ensure that you are familiar with the Assessment, Moderation, RPL and Appeals policy.  1. Plan & Prepare Learner for Assessment  * Discuss all aspects mentioned on the *Assessment Preparation Sheet* ***OR*** * Provide the learner with a *letter* detailing all the specifications covered in the Assessment Preparation Sheet * Complete the Assessment Plan with the learner. | * Assessment Guide * Unit Standard * Assessment Policy * Moderation Policy * RPL Policy * Appeals and Disputes Policy * Assessment Preparation Sheet * Assessment Plan * Assessment Pack (Assessment Instruments and Tools) |
| **2** | **Conduct Assessment** | **Documents** |
| 1. Assist in Evidence Collection  * Assist in the Administration of the Formative Assessments  1. Assessing Evidence  * Review evidence submitted using *model answers / memorandum* * Advise learners of outstanding evidence * Record the findings and feedback using the *Assessment Report* * Inform learner of outstanding evidence via phone, fax or e-mail * Record all communication with learners * Record final judgement using the *Assessment Report* | * Learner’s Portfolio of Evidence * Assessment Report |
| **3** | **Review Assessment** | **Documents** |
| 1. Assessor to complete review questionnaire 2. Learner to complete review questionnaire | * Assessor’s Assessment Review * Learner’s Assessment Review |
| **4** | **Record Keeping and Reporting** | **Documents** |
| 1. Based on the Assessment Report an *Assessment Record* will be completed and sent to the learner. 2. Assessment Results to be recorded on Learner Database by Administrator 3. Submit Portfolio of Evidence and Reports for Moderation | * Assessment Report * Assessment Record |

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| DURING ASSESSMENT MODERATION REPORT |

|  |  |
| --- | --- |
| Moderators Name: |  |
| Registration Number: |  |
| Company: |  |

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| --- | --- |
| Assessors Name: |  |
| Registration Number: |  |
| Company: |  |

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| --- | --- |
| Learners Name: |  |
| Registration Number: |  |
| Learner File Number: |  |

|  |  |
| --- | --- |
| Name of Learning Programme: |  |
| Qualification: |  |
| Unit Standard: |  |
| Specific Outcomes: | All |

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria for Moderation | Yes | No | Action Required – State where evidence was found |
| GENERAL ASSESSMENT PRACTICES – Pre – assessment moderation | | | |
| PLANNING & PREPARATION | | | |
| Assessment strategy available for assessors  *Evidence of assessment specifications, integrated assessment* |  |  | Evidence – assessment strategy in main admin file |
| Does the assessment strategy cover all the specific outcomes? |  |  | Evidence – checked against unit standards |
| Assessment guides available for assessors? |  |  | Evidence – in main admin file |
| *Evidence in guide of assessment plan, preparation of learner, assessment instruments, feedback reports, competency judgements and review practices?* |  |  | Evidence – all in learners file |
| Assessment available for assessor & learner? |  |  | Evidence – in learner file |
| Assessment plan agreed upon, evidence that learner was prepared for the assessment?  *Evidence of dates, signatures?* |  |  | Evidence – assessment plan signed & dated in learner file |
| Does the assessment plan correspond with actual assessment? |  |  | Evidence – plan & corresponding assessment instruments |
| ASSESSMENT ACTIVITIES AND INSTRUMENTS DESIGN | | | |
| Do the assessment instruments clearly relate to the specific outcomes? *Evidence: Each question clearly relates to outcomes* |  |  | Evidence – Reference no’s per question relating back to specific outcomes assessment criteria |
| Are all range statements/critical cross field outcomes covered in the assessment instruments? |  |  | Evidence – Checked instruments against unit standards |
| Is the evidence required clearly defined in the assessment instrument?  *Evidence: model answers for knowledge components and evidence required described* |  |  | Evidence – model answers guide available during moderation & evidence required shown in relevant outcomes |
| All the assessment instruments provide and opportunity for additional questions and comments form the learner? |  |  | Evidence – Learner comment section at end of each assessment instrument page |
| All assessment instruments can be authenticated with signatures from assessors, candidates and moderators? |  |  | Evidence – as per signatures on each assessment instrument page |
| All assessment instruments are dated? |  |  | Evidence – as per dates on each page of the assessment instrument |
| All assessment instruments have feedback section? |  |  | Evidence – feedback section on each assessment instrument page |
| All assessment instruments have declaration of acceptance for learner? |  |  | Evidence – Learner signature & date section on each page of instrument & contract |
| CONDUCTING ASSESSMENT | | | |
| Did assessor record all the evidence and evaluate the evidence against the outcomes? |  |  | Evidence – Assessment instruments & assessor evaluation document |
| Did the assessor advise the learner when required? |  |  | Evidence – Feedback section on assessment instrument on each page |
| Did the assessor ask open-ended questions? |  |  | Evidence – Questions starting with How, When, What. |
| Did the assessor make the learner comfortable and at ease? |  |  | Evidence – learner showing confidence |
| FEEDBACK AND COMPETENCE JUDGEMENT | | | |
| Did the assessor provide relevant and detailed feedback to the learner? |  |  | Evidence – as per assessor feedback on assessment instruments |
| Did the assessor conduct the assessment within the time frame allocated? |  |  | Evidence – as per dates on assessment plan |
| Did the assessor make the right assessment decision? |  |  | Evidence – as per evidence gathered on instruments meet outcomes as per answer guide |
| Are the assessor’s practices inline with company assessment and moderation policy? |  |  | Evidence – checked against policies found in main admin file |

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| General: | Assessment practices accepted Yes / No  Changes suggested to assessment Yes / No  Additional comments made on reports Yes / No |
| Comments: |  |

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| Moderator Signature: |  | Date: |

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| **MODERATOR RECORDING TOOL** |

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| UNIT STANDARD: |

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| Specific Outcome 1 | Assessment Criterion 1 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
|  | | | | | |
| Specific Outcome 1 | Assessment Criterion 2 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
|  | | | | | |
| Specific Outcome 1 | Assessment Criterion 3 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 1 | Assessment Criterion 4 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 1 | Assessment Criterion 5 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 2 | Assessment Criterion 1 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 2 | Assessment Criterion 2 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 2 | Assessment Criterion 3 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 2 | Assessment Criterion 4 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 2 | Assessment Criterion 5 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 3 | Assessment Criterion 1 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 3 | Assessment Criterion 2 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 3 | Assessment Criterion 3 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 3 | Assessment Criterion 4 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 3 | Assessment Criterion 5 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 4 | Assessment Criterion 1 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
|  | | | | | |
| Specific Outcome 4 | Assessment Criterion 2 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 4 | Assessment Criterion 3 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 4 | Assessment Criterion 4 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 4 | Assessment Criterion 5 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 5 | Assessment Criterion 1 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
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| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 5 | Assessment Criterion 2 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 5 | Assessment Criterion 3 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 5 | Assessment Criterion 4 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
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| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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| Specific Outcome 5 | Assessment Criterion 5 | | | | |
| Assessment method used: |  | | | | |
| Comments: | | | | | |
|  | | | | | |
| Evidence: | | Sufficient | | Insufficient | |
| Comments: | | | | | |
|  | | | | | |
| Assessment principles adhered to: | | | Yes | | No |
| Comments: | | | | | |
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FOR MODERATOR

File Checked:

|  |  |
| --- | --- |
| Date | MODERATOR Signature |
|  |  |
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**FEEDBACK AND JUDGEMENT RECORD**

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| --- |
| **FEEDBACK** |
| Comments from Assessor: |

|  |  |
| --- | --- |
| **JUDGEMENT** | |
| Meet the requirements:  Requires additional evidence:  Can continue to the next assessment: | Do not meet the requirements:  Requires another assessment:  Requires another assessment by another assessor: |
| Action required: By when: | |
| Moderator’s feedback remarks | |
|  | |

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| --- | --- |
| **Declaration by Assessor** | |
| I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ declare that I am satisfied that the feedback given to me by the Moderator was relevant, sufficient and done in a constructive manner. I accept the moderation judgment. | |
|  |  |
| Assessor Name & Signature Date | Moderator Name & Signature Date |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| EVALUATION OF ASSESSMENT | | | | | | | | |
| Learner Name |  | | | Assessor name | | | |  |
| Unit Stds |  | | | Date | | | |  |
| **Review dimension** | | **Learner**  **Yes No** | | | **Assessor**  **Yes No** | | **Action** | |
| Were the principles / criteria for good assessment achieved? | |  |  | |  |  |  | |
| Did the assessment relate to the registered standard? | |  |  | |  |  |  | |
| Was the assessment practical? | |  |  | |  |  |  | |
| Was it time efficient and cost-effective? | |  |  | |  |  |  | |
| The assessment did not interfere with my normal responsibilities? | |  |  | |  |  |  | |
| Was the assessment instrument fair, clear, and understandable? | |  |  | |  |  |  | |
| The assessment judgment was made against set requirements? | |  |  | |  |  |  | |
| Was the venue and equipment functional? | |  |  | |  |  |  | |
| Were special needs identified and the assessment plan adjusted? | |  |  | |  |  |  | |
| Was feedback and communication constructive? | |  |  | |  |  |  | |
| Was an opportunity to appeal given? | |  |  | |  |  |  | |
| Was all evidence recorded? | |  |  | |  |  |  | |
| Were the review / evaluation process apparent and user friendly? | |  |  | |  |  |  | |

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| --- | --- | --- |
| **Learner Declaration of Understanding** | | |
| I am aware of the moderation process and understand that the moderator could declare the assessment decision invalid | | |
|  |  |  |
| Learner Name & Sign Date | Assessor Name & Sign Date | Moderator Name & Sign Date |

***For reference purposes only***

1. **Unit Standard**

*insert unit standard here*