



## MID TERM REPORT

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|---|--|
| <b>Report Date:</b>   | 01 August 2024                           |
| <b>SAQS Unit standard title<br/>and ID no<br/>NQF level</b>     | Business Administration<br>US 23833<br>2 |
| <b>Compiled By:</b>   | Suné Koegelenberg                        |
| <b>Sponsoring employer<br/>/CHIETA levy- paying<br/>company</b> | Bukhulu Retail Pty Ltd                   |
| <b>CHIETA DG Number</b>   | 13167                                    |

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## **1. Purpose, details, and background:**

The purpose of this mid-term report is to provide the background of the completed Modules of the Learnership Programme Business Administration Services of which the Services SETA is the custodian with US ID No 23833.

Details of registered and enrolled section 18.1 learner.

Penny Khoza – ID number 9509170792080

The learner was selected for the project for the reasons stated below:

1. Penny is an administrator employed by the company and the specific outcomes and core learning points related directly to her areas of responsibility
2. Penny has almost 3 years' service with the company and due to showing commitment to her employer and the potential that she has shown in the workplace, the selection was seen as an opportunity for further growth and professional development within an administration position.

The Programmes commenced on 4 December 2023 after the leaner has been enrolled on the LMIS system Duration is for a period of 14 month and would end 30 January 2025.

The following Modules and unit standards with titles has been completed in terms of the Implementation plan :

### Module 1

| <b>SAQA ID NO.</b> | <b>UNIT STANDARD TITLE</b>                         |
|--------------------|--|
| 8962               | Maintain and adapt oral communication.             |
| 8965               | Respond to the literary text.                      |
| 8964               | Write for a defined context.                       |
| 8963               | Access and use information from text.              |
| 14338              | Attend to customer enquiries in an office setting. |

### Module 2

|              |   |
|--------------|---|
| <u>7568</u>  | <u>Demonstrate Knowledge of and produce word-processing documents</u>                       |
| <u>7571</u>  | <u>Demonstrate The ability to use electronic Mail software to send and receive messages</u> |
| <u>8104</u>  | <u>Operate and take care of equipment in an office environment</u>                          |
| <u>7566</u>  | <u>Operate personal Computer Peripherals</u>  |
| <u>7547</u>  | <u>Operate a personal computer system</u>   |
| <u>14348</u> | <u>Process incoming and outgoing telephone calls</u>  |

### Module 3

|               |   |
|---------------|---|
| <u>8618</u>   | <u>Organize oneself in the workplace</u>                                    |
| <u>14342</u>  | <u>Manage time and work processes within a business environment</u>         |
| <u>120308</u> | <u>Apply knowledge of self in order to make a personal decision</u>         |
| <u>11235</u>  | <u>Maintain effective working relationships with other members of staff</u> |
| <u>8420</u>   | <u>Operate in a team</u>  |

The purpose of the report is to report on the progress, confirm the outcomes achieved by mid- term, identify further training needs of the learner, analyse the functionality of resources, provide suggestions for future implementation, and determine outstanding tasks and activities in order to formally close off the project.

## **2. Report Summary**

Anchor Africa Professional Training Pty Ltd, a Services SETA Accredited Training Provider with accreditation no 6565, was assigned for the complete delivery of this Qualification.

The field and subject matter expert facilitator, assigned by the provider for the entire project is Jan Koegelenberg, also registered as a constituent assessor.

Modules 1, 2 and 3 content was presented to gauge the required Specific Outcomes, using assessment instruments and a range of assessment instruments to cover the entire assessment scope, as per the assessment rules.

The above-mentioned registered constituent assessor, accredited against the specific unit standards, completed the assessments.

Comprehensive assessment feedback reports were submitted and discussed with the learner and the workplace mentor, Rekha Rajcoomar.

Moderation was assigned to an independent constituent moderator, Suné Koegelenberg who conducted the moderation as per the rule of required 25 % of the POE's submitted in terms of the QMS policy for moderation.

Moderation of the three Module is completed, and competency judgment of the assessor was upheld.

### **3. Milestones and progress:**

| No  | Description                                   | Status    | Remarks/Comments/Explanation   |
|-----|---|-----------|--|
| 3.1 | Learner registration and commencing programme | Completed | <p>One section 18.1 learner, employed by the company.</p> <ol style="list-style-type: none"> <li>1. Induction, outline of the programme content and rollout.</li> <li>2. Verifying learner application and supporting documents.</li> <li>3. Delivery commenced as per the Implementation plan.</li> <li>4. Recording of Health and Safety venue compliance.</li> <li>5. Venue at Anchor Africa premises, 10 Doncaster, unit 3, Derby Downs, Westville.</li> </ol>         |
| 3.2 | Induction                                     | Completed | Induction was done on 4 December 2023 by the facilitator who explained SAQA-aligned course content, NQF level 5 of the programme, credits towards a Qualification, duties, and responsibilities of a learner, duties of the facilitator and the Provider, and reporting structures. Roles, support, and assistance by their manager/mentor were clarified. The assessment and moderation processes and time frames were explained and clarified.                           |
| 3.3 | Learner enrolment                             | Completed | Learner completed and signed the Registration Forms required to capture all her details onto the Services SETA Learner Management System. Learner submitted her required supporting documents: certified ID copy, CV', and matric certificate/qualifications. The required details were uploaded correctly on the LMIS of Services SETA.   |
| 3.4 | Workplace experience/<br>Mentoring            | Completed | Learner mentor was confirmed, and she is continuing with workplace support and assistance with practical assignments and tasks required to be conducted in the workplace.  |
| 3.5 | POE compilation and assessments               | Completed | The assessment process occurred after facilitation when the learner submitted her completed POE's. Jan Koegelenberg, a Services SETA constituents registered assessor conducted assessments. Assessments were conducted as per Anchor Africa Professional Training Assessment QMS Policy and Procedure. The learner demonstrated commitment to this process and submitted modules with sufficient evidence to assure competency of these modules that have been completed. |

## Competency Table

|  | Full name | Surname | ID Number     | Competency Module 1-3 |
|--|-----------|---------|---------------|-----------------------|
|  | Penny     | Khoza   | 9509170792080 | Competent             |

|     |                     |               |   |
|-----|---------------------|---------------|---|
| 3.6 | Internal Moderation | Not completed | Moderation will be continuing to be conducted by Sune Koegelenberg, assigned Services SETA constituent registered moderator.<br><br>Moderation is aimed at ensuring that the assessment tools and instruments were appropriate, assessed the outcomes of unit standards, and met the assessment principles.<br><br>The review of the moderation process and compilation of the final internal moderation will be reported on by the end of December 2024.<br><br>The learner achievements will be loaded on Services SETA LMIS. |
| 3.7 | External Moderation | Not completed | External Moderation by a Services SETA-appointed external moderator is to be scheduled.   |

### **4. Outstanding tasks and activities:**

External moderation by SETA Verifiers.

Learner certification and graduation on approved Anchor Africa Professional Training certificates.

Issuing of certificates of Competency and Statements of Results.

Internal recording of Certificates and Statements of Results

Handing over of certificates and Statements of Results.

### **5. Recommendations , progress and learner development**

Implementation of skills and knowledge gained, to be measured and evaluated by the workplace mentor on a continuous basis to allow for a practical engagement with the outcomes. The first 4 module delivery includes concepts of professional communication in the workplace, self-reflection to identify strengths and areas for improvement, self -development, goals setting, productive teamwork, interpersonal skills and achieving objectives. Furthermore, skills relating to report writing, developing business letters, correct interpretation of texts, using different reading techniques and basic computer functions were introduced to set the pathway for further development within an adisntative capacity.

The stakeholders and parties to this project each fulfil their roles and responsibilities in such a manner as to add value to all aspects of learning, education, training and mentoring of the learner.

Report signed off on 1 August 2024 at Westville by Sune Koegelenberg

