**Summative Assessment - Module 1 & 2**

*Hello and welcome to the assessment. Here you’ll prove to the world just how much you know and understand about what you’ve just learnt in the learner guides. This is an important part of your time at Umuzi because once this is done, you’ll be certified! So please, take this time to learn everything you can! Take a look at some pointers below with regard to answering the questions…*

* *Be specific*
* *Write professionally - no shorthand!*
* *Your answers must be original and come from your brain and your brain only.*
* *No copy/paste tricks! Our markers have seen it all and will know if you’re taking shortcuts.*
* *Remember, sloppy or poor work will be sent back to you to do again, so do it properly the first time and you’ll be done in no time.*
* *Ask for help at any time. Ask your friends, a manager, anybody!!*
* *Don’t skip any questions! You must do them all!*
* *You’ll see two boxes after each question - one for your answer and one for the marker’s comments. DO NOT delete the marker’s comments if you are required to resubmit your work after the first attempt. Should you have to do it again you will see a new box* ***under*** *the marker’s comments, so fill that one out in* ***BLUE****. Remember!! It’s not the end of the world if you have to resubmit. You’re here to learn, so don’t beat yourself up if you don’t get it right on the first go. Obviously, try your best to get it right on the first attempt, but if not, you have another chance to do it properly!*

*Ok, and that’s that! Time to get to it! Good luck, have fun and enjoy! :)*

**Enter your name and surname below**

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| **Luvo Spofana** |

**1.** **List four types of business organisations and briefly explain them (01)**

**Your answer below**

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| **Partnerships:** A partnership can appropriately be referred to as one If it is owned by two or more people, and management is shared among all owners, and they are each personally liable for the debts and obligations of the business.  * **Non-profit:** A non-profit organization is one whose main reason for existence isn’t for financial profit that will benefit the founders and the owners, instead exists for charitable purposes. All the funds generated by the organization must be kept within the organization to pay for the organization’s expenses. * **Sole Proprietorship:** Sole proprietorships are owned by one person and all profits go to the owner, and there isn’t any legal or financial distinction between the owner and the business. * **Cooperative:** A distinct form of organization that provides services and/products to its members, the organization is fully owned and operated for the benefit of the members of the organization that use its products or services. Profits/Surpluses in a cooperative are divided among members in relation to the amount of the business each member did with the cooperative. Cooperatives sell shares to cooperative “members,” who then have a say in the operations and direction of the cooperative itself and whatever is earned by the cooperative is then distributed among the members themselves. |

**Marker’s Comments**

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**2. Compare Data and Information (01)**

**Your answer below**

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| Data is raw, unorganized, and unrefined facts and materials, which do not carry any specific meaning, and need to be processed to generate insight and meaning from it.  Information is organized, processed data, presented in a meaningful context, and it depends on data because it is derived from data. |

**Marker’s Comments**

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**3. What is professional ethics? (02)**

**Your answer below**

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| Professional ethics concern one’s conduct of behaviour when executing/carrying out work that is professional, like values, professional ethics provide rules on how a person should act towards other people and institutions in such an environment. The behaviour of professionals, which includes issues like discrimination, loyalty and integrity is governed by a ‘code of conduct’, while the ways in which professionals are expected to exercise their responsibilities and carry their duties is governed by a ‘code of practice’. |

**Marker’s Comments**

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**4. Describe 3 principles for creating good research questions (03)**

**Your answer below**

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| * You may be looking for historical overviews of what has worked and what hasn’t, or you may be looking for radical opinions from participants, that’s why it is important to consider the objective of your research and focus of the information you’re looking for. * How you order your questions – questionnaire and survey questions should follow a logical flow and not illogically jump from topic to topic because that may easily confuse participants and have some withdraw their participation overall. * Impact of survey or questionnaire fatigue – Avoid questions that place a heavy burden on your respondents, questions that require the participant’s comprehension or working memory and questions that increase a participant’s mental fatigue during the survey. |

**Marker’s Comments**

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**5. What is a technical report? Why do you write one? (04)**

**Your answer below**

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| A technical report is a document written by a researcher detailing the results of a project. A technical report is the conventional format for reporting the results of your research, investigations, and design projects. "  The main purpose of a report is to present a solution to a problem in order to prompt action or to inform. A technical report can be used for the physical description of a new machine, the steps in a particular process, or the results of an experiment. Technical reports provide a record of your developing expertise and are a legal record of your work and decision making.  For example: In a technical report, a writer not only describes two sites for a factory but also persuades (with facts and research findings) readers to accept one of them as the best. |

**Marker’s Comments**

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**6. Describe three skills you should practice to give a good presentation (05)**

**Your answer below**

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| * Be prepared - have slides readily stored online or in a medium, try to organize and get equipment to present sound and audio, and ensure everything has been tested and is working without any technical difficulties. Rehearsing and practicing will help you be comfortable and calm. * Relate to the audience by using personal stories or stories relatable to the audience’s circumstances to better elaborate points. * You should follow up and stand out by having a Q & A section at the end of the presentation, giving the audience a chance to clear up any doubts and to further highlight your expertise and knowledge in what you are talking about. |

**Marker’s Comments**

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**7. Describe two ways to give constructive feedback (06)**

**Your answer below**

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| * Focus on description rather than judgement – Describe the behaviour of the candidate in question, doing so helps you report on what has actually happened and what was done by the candidate. By focusing on description, you move away from evaluating and judging the behaviour based on your own standards of good and bad, and the point of your feedback becomes less about what you make of the behaviour and more about what the candidate did. * Provide a balance of positive and negative feedback – You have high chances of your feedback becoming untrustworthy and useless if it is consistently leaning towards one side between positive and negative. Make sure the feedback you provide to users is honest and balanced so that you don’t seem like you have hidden agendas. |

**Marker’s Comments**

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**8. Summarise the process of receiving and responding to constructive feedback (06)**

**Your answer below**

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| By managing your emotions well and accepting the feedback without taking it personally and thinking it’s you the person giving the feedback is against and not your work, actions, or behaviour.  Take time to understand the feedback and let it settle in your brain by listening to understand and not just to respond and counter it. This will enable you to analyse the feedback logically without being clouded by the immediate emotions the feedback triggered, and from that point, determining what the feedback means to you and understanding how it is intended to help you become and do better won’t be so hard.  Attempt to strengthen the trust, respect, and confidence in your relationship with the feedback giver by talking to them after they give you feedback and showing them that you care about their perceptions of your work/actions and having them understand that you are committed to making the changes that will make their work and working with you easier.  Do not try to read too much into the criticism that the feedback comes with, look to remain unaffected by the flaws pointed out and focus more on discovering what you need to better or do differently next time.  Be open and honest when you’re struggling to do something suggested or are not understanding the feedback given to you. It is your responsibility to understand what is expected of you, and your duty to always state when you require further elaboration for clarity’s sake, so never be afraid or ashamed to admit that you are confused and aren’t understanding what is being said to you and what’s expected from you moving forward.  When personally attacked or criticized in the name of “constructive feedback” it’s always best to remain calm and not immediately invalidate the feedback because there is always a possibility that the points raised may contain some accuracy and truth to an extent. Always try to avoid getting defensive, and just focus on the fruitful points that will help you better your behaviour, actions, or work |

**Marker’s Comments**

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