

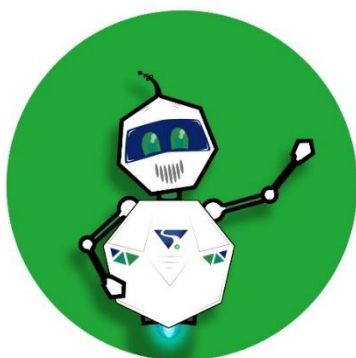


Email Address

This Skills Programme is accredited with the following Unit Standards

US TYPE	US ID	US TITLE	LEVEL	CREDITS
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Core	242811	Prioritise time and work for self and team	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242822	Employ a systematic approach to achieving objectives	4	10
TOTAL CREDIT VALUE				38

Instructions



- All evidence submitted must be typed or written in blue or black pen.
- Photocopied evidence is not acceptable.
- Evidence submitted in pencil cannot be marked.
- Tippex must not be used.
- All questions are given enough space for you to complete your answers, should you run out of space kindly write your answer on a separate word document and pdf this document before sending. ENSURE the following is clear on the document;
 - Name & surname,
 - ID,
 - Skills Programme number and Name,
 - Question number
- Once completed please save your document as follows and submit to your ETQA Representative.
Your Name – GM4 – SP2 – PoE
- All evidence must be your own work.
- Complete the declaration of authenticity and reference list
- Sign every page

List of Project and ETQA Representatives at The Learning Organisation and their contact information:

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Pre-Assessment Preparation Sheet

This document serves to orientate and prepare you in the assessment(s) that you are about to embark in. It is a map that informs you of the steps involved in the assessment process and will allow you to prepare for your assessment(s), helping to set you at ease, and give you the best opportunity for success.

This document **MUST** be completed by the Learner and reviewed of the Assessor / Facilitator /Project Lead conducting the Pre-Assessment Process:

Programme			
Unit Standards			
Venue of Pre-Assessment Meeting		Date	
Learner Full Name			
Learner ID			
Facilitator Full Name			
Assessor Full Name		Assessor Number	
Moderator Full Name		Moderator Number	

Please read the discussion points below. Tick yes, indicating that you have read and understand the information provided. Please contact your Project Lead if you do not understand or need additional information on any of the points below:

Please take note of the following discussion points:	I have read and understand the information provided:		
	Yes	No	Comments
1. Were you welcomed and made to feel at ease?			
2. Was the purpose and objectives of the briefing explained?			
3. Was the Assessment process and principles of good assessment is explained?			
4. Has the purpose of the assessment been explained to me? (The purpose is to determine and recognise my competence against the unit standards in this qualification)			
5. I understand the roles and responsibilities of all parties involved in the assessment i.e. learner, assessor and moderator.			

Please take note of the following discussion points:	I have read and understand the information provided:		
	Yes	No	Comments
6. Were you informed of your rights, appeal process and reassessment policies?			
7. I will communicate any special or particular needs that may affect my performance during the assessment.			
8. I am aware that all evidence has to be valid, authentic, reliable, current and sufficient.			
9. I know that I have to complete all sections of this PoE and sign all sections where requested.			
10. The assessor will evaluate the evidence submitted in my PoE against the Unit Standard, Specific Outcomes and their associated Assessment Criteria,			
11. The submission date of the PoE has been communicated to me (fill in date on the right hand side here)			Date:
12. The Assessor will provide feedback no later than 1 month after the submission date.			
13. If the assessor identifies evidence requirements that I have not met, two opportunities for re-assessment will be provided			
14. I understand the recordkeeping and reporting of results.			

Declaration of Understanding statement:		Yes / No
1. I understand the importance of the Programme/Learnership		
2. I declare that the above-mentioned points of the pre-assessment document were explained by the Assessor/Facilitator/Project Lead		
3. I declare that I have received copies of the qualification, assessment plan, assessment schedule and copies of the relevant policies and procedures pertaining to my assessment		
4. I declare that I have received copies of the qualification, assessment plan, assessment schedule and copies of the relevant policies and procedures pertaining to my assessment		
5. I have read the above and understood the contents thereof		
6. I was given the opportunity to clarify any issues relating to the assessment process and my assessment plan		
7. I have requested this assessment in accordance with my own free will and without duress		
Learner Signature		Date
Facilitator Signature		Date
Assessor Signature		Date
Moderator Signature		Date

Assessment Plan

Use the assessment plan to write down the dates on which you plan to meet specific targets. This document **MUST** be completed by the learner and reviewed Assessor / Facilitator / Project Lead conducting the Pre-Assessment Process:

Programme			
Unit Standards			
Learner Name			
Learner ID Number			
Facilitator Name			
Assessor Name		Assessor ID	
Action	Planned Date	Actual Date	Comments
1. Read and sign Assessment Preparation Sheet.			
2. Complete the formative assessments.			
3. Complete the reflection.			
4. Complete the summative assessment activities i.e. knowledge questionnaire and practical activities.			
5. Complete the Assessment Activities Checklist in the Learner Portfolio of Evidence Guide			

6. Complete the Learner's Review of the Assessment Process in the Learner Portfolio of Evidence Guide			
7. Submit the PoE			
I, the learner, hereby agree to the above plan and to commit to preparing for the assessment and submitting the specified documents (in my Portfolio of Evidence) on the dates specified.			
Learner Signature		Date	
Facilitator Signature		Date	
Assessor Signature		Date	
Moderator Signature		Date	

Assessment Strategy/Matrix

Unit standard Title: 242822 – Employ a systematic approach to achieving objectives		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Identifying and developing objectives.	SO 1	FA 9	1.1 – 1.3	PA 3
2	Formulating plans to meet objectives.	SO 2	FA 10	2.1 – 2.3	PA 6
3	Implementing plans.	SO 3	FA 11	3.4	PA 7
4	Monitoring activities.	SO 4	FA 11	4.1 – 4.2	PA 6

Unit standard Title: 242817 – Solve problems, make decisions and implement solutions		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Defining problems.	SO 1	FA 12	1.1 – 1.4	PA 1
2	Investigating problems.	SO 2	FA 12	2.1 – 2.2	PA 2
3	Generating problem solutions.	SO 3	FA 13	3.1 – 3.3	PA 3
4	Implementing solutions.	SO 4	FA 14	4.1 – 4.3 4.3	PA 4 PA 6
5	Evaluation the effectiveness of solutions.	SO 5	FA 15	5.1 – 5.3	PA 7

Unit standard Title: 242811 – Prioritise time and work for self and team		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Creating task lists.	SO 1	FA 16	1.1 1.2 – 1.3	KQ 1 PA 5
2	Prioritising tasks.	SO 2	FA 17	2.1 – 2.3	PA 5
3	Using and maintaining a diary.	SO 3	FA 18	3.1 3.2 – 3.3	KQ 1 PA 9
4	Implementing and maintaining task lists.	SO 4	FA 19	4.1 – 4.6 4.3,4.4	PA 5 PA 6

Unit standard Title: 12153 – Use the writing process to compose texts required in the business environment		Formative Activities (FA)		Knowledge Questions (KQ) Practical Activity (PW)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Use textual features and conventions specific to business texts for effective writing.	SO 1	FA 1	1.1 – 1.4	PA 8
2	Identify and collect information needed to write a text specific to a particular function.	SO 2	FA 1	2.1 – 2.7	PA 1
3	Compose a text using plain language for a specific function.	SO 3	FA 2	3.1 – 3.3	PA 8
4	Organise and structure a text appropriately for a business function.	SO 4	FA 3	4.1 – 4.5	PA 8
5	Present a written text for a particular function in a business environment.	SO 5	FA 4	5.1 – 5.5	PA 8

Unit standard Title: 119459 – Write/present/sign for a wide range of contexts		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Write/sign effectively and creatively on a range of topics.	1.1 – 1.3	FA 5	1.1 – 1.4	PA 8
2	Choose language structures and features to suit communicative purposes.			2.1 – 2.3	PA 4
3	Edit writing/signing for fluency and unity.	SO 3	FA 6	3.1 – 3.4	PA 8
Unit standard Title: 119469 – Read/view, analyse and respond to a variety of texts		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Critically analyse texts produced for a range of purposes, audiences and contexts.	SO 1	FA 7	1.1 – 1.3	PA 8
2	Identify and explain the values, attitudes and assumptions in texts.	SO 2	FA 7	2.1 – 2.3	PA 8
3	Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.	SO 3	FA 8	3.1 – 3.4	PA 8

Note: If you do not attempt all your formative assignments, your POE **will not** be sent for assessment and you will not be able to write the Final summative assessment. **A late submission fee may be payable.**

Declaration of Authenticity for Skills Programme 2: Planning

You MUST complete and sign the declaration as proof that your evidence is your own.

Plagiarism is the act of copying someone else's work and submitting it as your own. This includes text, media and internet. Making small changes to information does not make it your work.

I, _____ (full name)

_____ (ID number)

declare that I understand what plagiarism is and I attest to the fact that this is my own work. I have signed each page to authenticate my evidence.

The following sources of reference were used to gather evidence (books, people, websites etc):

Title / Name / Web Address / Other	Question /Assignment Number	Page number

Learner's signature:

Date:

**PoE Submission & Remediation Declaration for
Skills Programme 2: Planning**

You **MUST** save a copy of your PoE before submitting.

For the purpose of Remediation and for any other unforeseen events you are required to be in the possession of
copy of your PoE (Portfolio of Evidence).

I, _____ (full name)

_____ (ID number)

declare that I understand the above and will ensure my compliance.

Learner's signature:

Date:

Formative Assessment for Skills Programme 2: Planning

These assessments must be completed in class or after class before your next session. The purpose of these assessments is to check that you have understood all concepts taught and are in a position to continue to the next training concept.

Your facilitator will mark the questions and provide you with feedback.

The Formative assessments must remain in your PoE.

Signature

Unit standard #:	12153
Unit standard title:	Use the writing process to compose texts required in the business environment.
NQF Level:	4
Credits:	5
Total marks:	15

Question No.	Question		Mark Allocation
1 SO 1&2	WHO would be the intended audience for the texts listed below?		4
Learner Response	Text	Audience	
	Memo		
	Report		
Question No.	Question		Mark Allocation
2 SO 3	DESCRIBE the appropriate format of these texts.		4
Learner Response	Text	Format	
	Memo		
	Report		
Question No.	Question		Mark Allocation
3 SO 4	When proofreading text, NAME 3 things that you should be looking for?		3
Learner Response			

Question No.	Question	Mark Allocation
4 SO 5	IDENTIFY and DESCRIBE two (2) formatting techniques.	4
Learner Response	Technique	Description

Unit standard #:	119459
Unit standard title:	Write/present/sign for a wide range of contexts
NQF Level:	4
Credits:	5
Total marks:	12

Question No.	Question	Mark Allocation
5 1.1-1.3	WRITE one (1) paragraph of creative text (approximately six (6) sentences). The text must be: <ul style="list-style-type: none"> • Of personal interest to you • Imaginative • Factual 	6
Learner Response		

Question No.	Question	Mark Allocation
6 SO 3	Now PROOFREAD the text above identifying grammatical and/or spelling errors, and areas in the text where the sentence could be worded better. Based on the identified errors/improvements, RE-WRITE the text so that it is coherent and logical.	6
Learner Response		

Unit standard #:	119469
Unit standard title:	Read/view, analyse and respond to a variety of texts
NQF Level:	4
Credits:	5
Total marks:	6

Question No.	Question	Mark Allocation
7 SO 1&2	DEFINE the following terms.	4
Learner Response	Strategy	Explanation
	Skim	
	Scan	
	Surface Meaning	
	Embedded Meaning	

Question No.	Question	Mark Allocation
8 SO 3	IDENTIFY two (2) writing techniques	2
Learner Response		

Unit standard #:	242822
Unit standard title:	Employ a systematic approach to achieving objectives
NQF Level:	4
Credits:	10
Total marks:	9

Question No.	Question	Mark Allocation
9 SO 1	GIVE an example of an objective you would like to achieve in your department including the measurable parameters.	3
Learner Response	Objective	
	Measurable Parameters	
Question No.	Question	Mark Allocation
10 SO 2	LIST three (3) tasks you would need to do in order to achieve the objective. Place these tasks in the order of priority and explain why.	3
Learner Response	Task	Explanation
	1.	
	2.	
	3.	

Question No.	Question			Mark Allocation
11 SO 3&4	LIST the resources you will require to complete the tasks and explain how the tasks will be monitored.			3
Learner Response	Task	Resources	Monitoring activities	
	1.			
	2.			
	3.			

Unit standard #:	242817
Unit standard title:	Solve problems, make decisions and implement solutions
NQF Level:	4
Credits:	10
Total marks:	14

Question No.	Question	Mark Allocation
12 SO 1&2	HOW would you go about identifying a work-based problem?	3
Learner Response		

Question No.	Question	Mark Allocation
13 SO 3	EXPLAIN the following problem-solving techniques:	3
Learner Response	Technique	Explanation
	Delphi	
	Mapping	
	Computer Modelling	
Question No.	Question	Mark Allocation
14 SO 4	WHEN looking at implementing a solution to a problem, what factors would you consider when looking at different solutions?	4
Learner Response		
Question No.	Question	Mark Allocation
15 SO 5	HOW would you evaluate the effectiveness of the solution?	4
Learner Response		

Unit standard #:	242811
Unit standard title:	Prioritise time and work for self and team.
NQF Level:	4
Credits:	10
Total marks:	12

Question No.	Question	Mark Allocation
16 SO 1	EXPLAIN the purpose of using a task list.	2
Learner Response		
Question No.	Question	Mark Allocation
17 SO 2	IDENTIFY and EXPLAIN two criteria you would use to prioritise tasks.	4
Learner Response		
Question No.	Question	Mark Allocation
18 SO 3	WHAT is the purpose of keeping a diary?	2
Learner Response		
Question No.	Question	Mark Allocation
19 SO 4	HOW do you manage a task list?	4
Learner Response		

Summative Assessment for Skills Programme 1: Planning

Reflection

This assignment is compulsory and the assessor cannot find you met the requirements overall if you have not completed this assignment

WRITE a letter to your assessor **EXPLAINING** how you completed the assessment activities in this programme. Your report may be structured as follows:

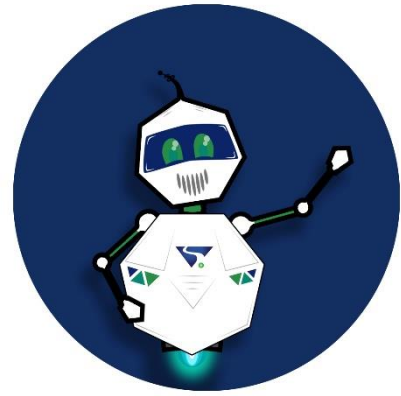
1. How did you approach the assignments?
2. Summarise the key ideas/concepts that you presented in this programme.
3. What did you learn/remember from doing the assignments?
4. How can you apply what you have learnt in the workplace as well as your personal life?
5. Do you feel that the programme was worth your while? **MOTIVATE** your answer.
6. What would you still like to learn?

Summative Assessment Section

Knowledge Questions
Assignment Questions
Workplace Assessments

INSTRUCTIONS TO THE LEARNER

In all the assessments you are required to show **applied competence** which means *the ability to put into practice in the relevant context the learning outcomes acquired in obtaining a qualification.*"



This means you must show the assessor the following:

- That you know and understand the content (Answering the questions correctly that are required of you in the assessment activities - these will be the Formative Activities)
- That you are able to practically apply what you have learnt (You are therefore required where possible to insert as much natural occurring evidence as possible to show your practical application of the knowledge acquired in the workplace. You may in some instances have to assimilate the evidence as it may not be readily available in the workplace. Clearly mark your evidence with the unit standard number and activity number that you are linking your evidence to e.g. Unit Standard No: 7791 Quote for Workplace Activity 2)
- That you are able to reflect on what you have learnt and use it in your daily activities whether this be personal or work related (***This will be tested in a reflection report and the CCFO's which will be found in your Assessment Guide/Portfolio of Evidence***)
- Please sign your work by ***inserting your electronic signature*** on all work. The assessor will not assess the evidence if not signed.
- You are not allowed to copy from another learner. Any plagiarism committed will be viewed in a serious light and disciplinary action may be taken against you. Your work must be authentic i.e. your own work.
- You must reference all the external resources used during the course of completing the formative assessment activities.
- The proficiency level required for is ***70% per specific outcome per unit standard***. If you are deemed "Not yet Competent" in a unit standard, you will only be required to redo those areas that the assessor requires you to do.
- Please ***insert your electronic signature at the bottom of all typed pages*** declaring that the evidence submitted is your work. Do not sign any document that was not originally produced by you e.g. Internet printouts, project schedules etc.
- GOOD LUCK!

Summative Assessment – Knowledge Questions

Unit standard #:	242811
Unit standard title:	Prioritise time and work for self and team.
NQF Level:	4
Credits:	10
Total marks:	

Activity No.	Alignment	Question	Marks												
1	1.1, 3.1	EXPLAIN the importance of using the following time management tools for you and your team	4												
<table> <tr> <th>Tool</th><th colspan="3">Importance</th></tr> <tr> <td>Task List</td><td colspan="3"></td></tr> <tr> <td>Diary</td><td colspan="3"></td></tr> </table>				Tool	Importance			Task List				Diary			
Tool	Importance														
Task List															
Diary															

Summative Assessment - Practical Activities

Individually complete the following activities to show your ability to integrate and apply your knowledge and skills in the workplace.

As the junior manager of your department you are required to evaluate the functioning of your department and identify an area where productivity could be improved – this could be due to processes, staffing levels, technology etc.

It is important that you provide all evidence stipulates as your ability to identify and solve problems will be assessed.

Please note: this must be a robust issue that requires though, planning and problem solving.
Complete the following in your workplace:

Practical Activity 1 12153 SO2 AC1 – AC7 242817 SO1 AC1 – AC4	Step 1 – Define the problem STATE the problem definition which must include: <ul style="list-style-type: none"> • All information gathered to determine the extent of the problem • All stakeholders that were consulted to determine the problem definition
Problem Definition: <div style="border: 1px solid black; height: 100px;"></div>	

All supporting documentation must be submitted as evidence.

Practical Activity 2 242817 SO2 – AC1, AC2	Step 2 – Investigate the problem CRITICALLY EXAMINE the problem to establish ALL the components of the problem (i.e. break the problem down to its smallest components).
<div style="border: 1px solid black; height: 100px;"></div>	

Practical Activity 3

272817
SO3 AC1 – AC3

242822
SO1 AC1 – AC3

Step 3 – Generate problem solutions

- 3.1. **SELECT** a recognised problem-solving technique that will assist you in generating solutions – problem-solving techniques include Delphi Technique, Mapping, Computer Modelling, Observation, Questionnaires, Experiments, Brainstorming and other creative thinking techniques.
- 3.2. **IDENTIFY** the criteria that you will use to rate each solution against and rank these criteria in order of importance – criteria can include feasibility, time, cost, resource implications, stakeholder commitment, and logistics.
- 3.3. Using the problem-solving technique that you selected, **IDENTIFY** three (3) possible solutions to the problem:
- 3.3.1. You must clearly show that you have used the technique and that three (3) logical, practical solutions have been identified.
- 3.3.2. The objectives that need to be achieved must be clear
(Complete Annexure A)
- 3.4. **EVALUATE** each of the solutions against the established criteria.
(Submit this on a Separate Documents in Report Format)

3.1. Problem-solving technique:

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3.2. Criteria:

1	
2	
3	
4	
5	

Annexure A**3.3.1. Identify Solutions**

	Solution	Explanation
1		
2		
3		

3.3.2. Clearly state the objectives that needs to be achieved with the solutions

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3.4. Evaluate Solutions against Established Criteria

	Criteria	Solution 1	Solution 2	Solution 3
1				
2				
3				
4				
5				

<p>Practical Activity 4</p> <p>119459 SO2 AC1 – AC3</p> <p>242817 SO4 AC1 – AC3</p>	<p>Step 4 – Determine the solution</p> <p>4.1. Based on the evaluation, DECIDE which solution is the best and motivate your reasoning for deciding this.</p> <p>4.2. CONSULT with relevant stakeholders to ensure that they are committed to the solution you wish to implement. The evidence can be emailed correspondence, recording of a meeting etc., and it must show:</p> <p>4.2.1. That you informed stakeholders of the proposed solution with a motivation as to why this was the correct solution</p> <p>4.2.2. Confirmation from stakeholders that they agree with your assessment.</p> <p>(Submit the clearly marked evidence to your PoE)</p>
<p>4.1.</p>	

<p>Practical Activity 5</p> <p>242811 SO1 – AC2, AC3 SO2 – AC1 – AC3 SO4 – AC1, AC2, AC5, AC6</p> <p>242822 SO2 – AC1, AC2, AC3, AC4, AC5, AC6</p>	<p>Step 5 – CREATE a plan to implement the solution</p> <p>The action plan must:</p> <p>5.1. Be clear, visible and understood by all affected parties.</p> <p>5.2. Specify ALL the required tasks to achieve the objectives.</p> <p>5.3. Show that the tasks are sequenced according to priority.</p> <p>5.4. Clearly show resource and time allocations for each task.</p> <p>5.5. Outline the criteria for success</p> <p>5.6. Show that all team members have agreed with the plan.</p> <p>Note: you can use the template below (Annexure B) or you can use one of your own, however, question 5.6. is not covered in the template – you will need to submit additional evidence for this point.</p>

Annexure B: Action plan

Task priority	Task	Resources needed (human/financial/ materials, etc.)	Time frames	Responsibility	Criteria for success	Completed successfully yes/no	Completion date

<p>Practical Activity 6</p> <p>242811 SO4 – AC3, AC4</p> <p>242817 SO4 – AC3</p> <p>242822 SO2 – AC1, AC2, AC3 SO4 – AC1, AC2)</p>	<p>Step 6 – Implement the solution</p> <p>6.1. PROVIDE evidence showing that the action plan has been implemented.</p> <ul style="list-style-type: none"> There must be evidence that the plan is in use: <ul style="list-style-type: none"> resource allocation, tracking and monitoring of progress, corrective actions where necessary New tasks added where required. <p><i>(These could include emails, spreadsheets, minutes of meetings etc.)</i></p> <p>6.2. PROVIDE evidence showing that this solution has been implemented.</p> <p><i>(These could include emails, spreadsheets, minutes of meetings etc.)</i></p> <p>Note: there must be strong evidence showing that the solution has been implemented according to the action plan.</p>
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<p>Practical Activity 7</p> <p>242817 SO5 – AC1, AC2, AC3</p> <p>242822 SO3 – AC4</p>	<p>Step 7 – Evaluate the effectiveness of the solution</p> <p>7.1. IDENTIFY the criteria that the solution will be measures against – includes feasibility, suitability, acceptance, return on investment, alignment to role or strategy etc.</p> <p>7.2. EVALUATE the effectiveness against the criteria – there must be clear evidence of this.</p> <p>7.3. From the evaluation, IDENTIFY and APPLY corrective action where required – there must be explicit evidence of this (answers such as none required will result in a NYC assessment)</p>
7.1. Criteria:	
1	
2	
3	
4	
5	

7.2. Evaluate Solutions against Established Criteria			
Criteria		Effectiveness	Evidence Attached to support this
1			
2			
3			
4			
5			

7.3. Identify Corrective Action (attach evidence to support the application of this action)

Practical Activity 8 12153 SO1 – AC1 – AC4 SO3 – AC1 – AC3 SO4 – AC1 – AC5 SO5 – AC1 – AC5 119459 SO1 – AC1 – AC4 SO3 – AC1 – AC4 119469 SO1 – AC1 – AC3 SO2 – AC1 – AC3 SO3 – AC1 – AC4 Practical Activity 9 242811 SO3 – AC2, AC3	<p>WRITE A REPORT outlining the issue that was identified, the solution that was proposed, the process that was followed and the outcome of the actions.</p> <p>Please note that your written communication skills will be assessed here so the report must:</p> <ul style="list-style-type: none"> • Be at least 2 pages in length • Be in a proper report format • Spelling and grammar must be correct • There must be headings and sub-headings, introduction and conclusion, etc. • Punctuation must be correct <p><i>(Attached report as a separate document to your PoE. Clearly marked as Practical Activity 8)</i></p>
	<p>You are required to SHOW that you can use a diary for work purposes.</p> <p>SUBMIT copies of your diary for one week showing that you have scheduled appointments, changed appointments and cancelled appointments – you must submit the copies as evidence.</p>

Logbook

Complete this logbook on the same basis as you would have completed a diary. Fill in the specific dates you have worked on the learning outcomes.

LEARNING OUTCOME	DATE	TOTAL HOURS	Reference your evidence e.g., AQ, WP
242822 – Employ a systematic approach to achieving objectives			
Identifying and developing objectives.			
Formulating plans to meet objectives.			
Implementing plans.			
Monitoring activities.			
242817 – Solve problems, make decisions and implement solutions			
Defining problems.			
Investigating problems.			
Generating problem solutions.			
Implementing solutions.			
Evaluation the effectiveness of solutions.			

242811 – Prioritise time and work for self and team

Creating task lists.			
Prioritising tasks.			
Using and maintaining a diary.			
Implementing and maintaining task lists.			

12153 – Use the writing process to compose texts required in the business environment

Use textual features and conventions specific to business texts for effective writing.			
Identify and collect information needed to write a text specific to a particular function.			
Compose a text using plain language for a specific function.			
Organise and structure a text appropriately for a business function.			
Present a written text for a particular function in a business environment.			

119459 – Write/present/sign for a wide range of contexts

Write/sign effectively and creatively on a range of topics.			
Choose language structures and features to suit communicative purposes.			
Edit writing/signing for fluency and unity.			

119469 – Read/view, analyse and respond to a variety of texts

Critically analyse texts produced for a range of purposes, audiences and contexts.			
Identify and explain the values, attitudes and assumptions in texts.			
Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.			

Critical Cross Field Outcomes

What are critical cross-field outcomes?

The critical cross field outcomes are basic work and life skills. You do not have to give extra evidence – simply cross reference these CCFOs to the questions and answers in your portfolio where these are tested.

Critical Cross field Outcomes	Evidence submitted by you to show competence against CCFO	Page number
Example: Communicate effectively in writing	See my written responses in all my questions	44
Work effectively with others		
Identify and solve problems		
Demonstrate initiative in developing personal interactions		
Collect, analyse, organise and critically evaluate information		
Demonstrate initiative in analysing impact of own actions on budget		
Organising and managing oneself effectively		
Communicate effectively		
Learners Signature		
Date		