

SAQA ID 59201

NATIONAL CERTIFICATE: GENERIC MANAGEMENT

CLUSTER 6

**Accredited
course
information:**

Unit Standard ID

NQF Level

Credits

252024

5

8

Evaluate current practices against best practice

**Accredited
course
information:**

Unit Standard ID

NQF Level

Credits

252042

5

5

Apply the principles of ethics to improve organisational culture

LEARNER LOGBOOK

**Accredited
course
information:**

Unit Standard ID

NQF Level

Credits

252044

5

5

Apply the principles of knowledge management



Important Information

Please ensure that this logbook is kept in a safe place. It is one of the legal records of your program participation, and without this, you cannot receive credit for what you achieve

This logbook belongs to:	Philasande Bhani
Contact telephone number:	0782141216
My employer:	Dashpay
My training provider:	Nokuthula Shange
Date received:	2024/02/23
Date returned:	2024/02/26

Instructions to Learner

The completion and submission of this Logbook is essential for the Learners achievement of the qualification.

The following need to be noted before using this logbook:

1. The responsibility for the completion of the logbook lies with the Learner
2. Entries in the logbook must be clear, concise and in reasonable detail and where additional evidence is required please ensure that it is attached.
3. Learners are reminded that this logbook constitutes valuable record of work experience
4. If workplace experience cannot be attained for Exit Level Outcome, then a simulated working environment can be arranged in order to assess the abilities of the Learner
5. When in doubt, contact your assessor/mentor

Instruction to Mentor/Supervisor

Interpretation of the method used to assess learner's understanding

Key to Methods	Obs	Observation	Q	Questioning	PE	Product Evaluation
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WORKPLACE LOGBOOK

This logbook must be completed by the **Appointed Mentor** to you as the Learner. Ensure to make an appointment with your Mentor before submitting your POE for assessment.

Instruction to Mentor:

As an appointed Mentor to the learner, you play an important role in the development of a learner and should ensure that you check understanding of the relevant demonstratable outcomes. Carefully read what the learner needs to demonstrate, asks questions around the topic and guide the learner on what evidence would be relevant to include in the portfolio, this evidence can include actual workplace tasks that are being performed and or where performed. Furthermore, ensure to give the learner positive, constructive feedback on workplace tasks related to the outcomes as set out below.

i.e if a learner was part of and or experienced a conflict situation, make comments on the how the learner handled the situation, what they could've done better etc. in the evidence cell and if necessary, at the comment section below.


If the outcome requires the learner to be part of a meeting, give the learner opportunity to do so, and give the feedback on what they did correctly and what they could do to improve.

The table also indicates activities that the learner needed to complete during the process in the Portfolio of evidence and after the process, check the activity and provide guidance and or praise where applicable.

ID 252024 - Evaluate current practices against best practice

U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	POE Activity COMPLETED	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
SO1: Apply the concept of best practice to a unit.							
252024	1.1	The concept of best practice is explained in terms of the practices in a unit.	Learners you need be able to show understanding of best practice in terms of the practices in a unit. You must be able to identify best practices that are relevant to a unit.	Summative 1, 4 Logbook	Mentor to observe learner's show their understanding on accounting cycle. You need to observe learners. <ul style="list-style-type: none">Learner provided a diagram / flowchart to show how information is created, shared and stored your organisation / unit.Learner identified best practices related to knowledge management that are relevant to your unit.		
252024	1.2	Best practices are identified that are relevant to a unit.		Summative 1, 4 Logbook			
252024	1.3	The best practices identified define world-class practices for a specific context/unit.		Summative 1, 4 Logbook			
SO2: Analyse current practices in a unit in relation to identified best practice.							
252024	2.1	Current practices in a unit are compared with best practice.	Learner you should be able to compare the current practices in a unit with best practice. You need to evaluate current product/service reliability in terms of internal and external customer expectations. You need to be able to identify the best opportunity for maximum gain for a unit.	Summative 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none">Learner compared current knowledge management practices in your unit with best practice.Learner evaluate current product/service reliability in terms of internal and external customer expectations.		
252024	2.2	Current product/service reliability is evaluated in terms of internal and external customer expectations.		Summative 4 Logbook			
252024	2.3	The best opportunity/s for maximum gain is identified for a unit.		Summative 4 Logbook			



U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	POE Activity COMPLETED	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
					<ul style="list-style-type: none">Learner identified the best opportunity for maximum gain for a unit		
SO3: Decide on the best practices to be adopted in a unit.							
252024	3.1	The performance outcomes to be achieved by replacing the current practice with best practice are described with examples.	Learner you need be able to show understanding of the performance outcomes to be achieved by replacing the current practice with best practice. You must be able to show understanding of how current practices to be retained with motivations for the retention. You must show understanding of how the best practices introduced with motivations for the introduction.	Summative 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none">Learner was able to show understanding of the performance outcomes to be achieved by replacing the current practice with best practice.Learner to show understanding of how current practices to be retained with motivations for the retention.Learner was able to show understanding of how the best practices introduced with motivations for the introduction.		
252024	3.2	The current practices to be retained are described with motivations for the retention.		Summative 4 Logbook			
252024	3.3	The best practices to be introduced are described with motivations for the introduction.		Summative 4 Logbook			
SO4: Formulate recommendations for implementing best practices.							
252024	4.1	The recommendations described are appropriate for the current practices analysed.	Learner you need be able to ensure that the recommendations described are appropriate for the current practices analysed.	Summative 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none">Learner ensured that the recommendations		
252024	4.2	The recommendations presented are in line with best practices.		Summative 4 Logbook			

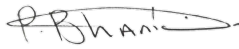


U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	POE Activity COMPLETED	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
252024	4.3	Recommendations are communicated to stakeholders in order to obtain feedback.	You should ensure that the recommendations presented are in line with best practices You should be able to communicate the recommendations to stakeholders in order to obtain feedback	Summative 4 Logbook	described are appropriate for the current practices analysed – describe how you have done this with examples from your documents. <ul style="list-style-type: none">• Learner ensured that the recommendations presented are in line with best practices.• Learner communicated the recommendations to stakeholders in order to obtain feedback.		
S05: Draw up a plan for implementing best practice.							
252024	5.1	The change processes required to support the implementation of best practice are described with practical examples.	Learner you need to develop an operational plan for managing knowledge in a unit in relation to the policies and procedures of an entity. You need show understanding of the change processes required to support the implementation of best practice. You should be able to identify the resources	Summative 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none">• Learner developed an operational plan for managing knowledge in a unit in relation to the policies and procedures of an entity.• Learner was able to show understanding of the change processes required to support the		
252024	5.2	Resources required are identified in terms of the needs for implementing best practice.		Summative 4 Logbook			
252024	5.3	The plan includes tasks, responsibilities, time-scales and performance measures.		Summative 4 Logbook			
252024	5.4	The plan includes contingencies that are reasonable in relation to the proposed plan.		Summative 4 Logbook			



U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	POE Activity COMPLETED	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
252024	5.5	The monitoring, recording and evaluation of the implementation are described in order to promote effective implementation.	<p>required in terms of the needs for implementing best practice.</p> <p>You need to submit the plan and ensure that the plan includes tasks, responsibilities, time-scales and performance measures.</p> <p>You need to ensure that the plan includes contingencies that are reasonable in relation to the proposed plan.</p> <p>You need to identify ways on how you will monitor, record and evaluate the implementation of the plan in your unit</p>	Summative 4 Logbook	<p>implementation of best practice.</p> <ul style="list-style-type: none"> • Learner identified the resources required in terms of the needs for implementing best practice. • Learner submitted the plan and ensured that the plan includes tasks, responsibilities, time-scales and performance measures. • Learner ensured that the plan includes contingencies that are reasonable in relation to the proposed plan. • Learner identified ways on how you will monitor, record and evaluate the implementation of the plan in your unit 		



Coach / Mentor Comment This section is compulsory, and must include positive, constructive feedback to the learner in the subject matter area being addressed.	Coach /Mentor Signature	Learner Signature	Assessor Signature	Moderator Signature
	<i>caron elferink</i>			



ID 252042 - Apply the principles of ethics to improve organisational culture

Apply the principles of ethics to improve organisational culture							
U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
SO1: Demonstrate an understanding of the relationship between values, ethics and organisational culture and its impact on achieving goals and objectives.							
252042	1.1	The relationship between personal values, organisational ethics, and the entity's culture is demonstrated through examples from the South African workplace.	Learner you must be able to demonstrate the relationship between personal values, organisational ethics, and the entity's culture is. You need to analyse and describe the potential impact of organisational values and culture on the entity's triple bottom line.	Summative 2, 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none">Learner demonstrated the relationship between personal values, organisational ethics, and the entity's culture is.Learner analysed and describe the potential impact of organisational values and culture on the entity's triple bottom line.		
252042	1.2	The complexity of the conflicts between personal values and the entity's values and ethical codes is illustrated with examples from the South African workplace.		Summative 2, 4 Logbook			
252042	1.3	The potential impact of organisational values and culture on the entity's triple bottom line are analysed and described.		Summative 2, 4 Logbook			
SO2: Apply the concept of corporate ethics to a unit.							
252042	2.1	The imperatives for ethical conduct in South African organisations are explained with reference to acts, regulations, codes and other documents relevant to the entity.	Learner you must be able to identify documents related to ethical conduct in South African organisations such as acts, regulations, codes and other documents relevant to the entity. Be able to analyse the role of corporate governance within an entity to determine the	Summative 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none">Learner identified documents related to ethical conduct in South African organisations such as acts, regulations, codes and		
252042	2.2	The role of corporate governance within an entity is analysed to determine the contribution of a unit in		Summative 4 Logbook			



<i>U. std</i>	<i>SO / AC (Reference)</i>	<i>Specific Outcomes and Assessment Criteria</i>	<i>Learner should be able to demonstrate/show understanding of the following</i>	<i>Activity to be Completed by Learner in the POE</i>	<i>Method Used to assess understanding</i>	<i>Supporting Evidence to show learner 's understanding</i>	<i>Date Completed</i>
		promoting internal organisational codes and ethical practices.	contribution of a unit in promoting internal organisational codes and ethical practices		other documents relevant to the entity.		
252042	2.3	The specific ethical practices of a unit in different areas are analysed with examples.	You need to be able to analyse the specific ethical practices of a unit in different areas.	Summative 4 Logbook	<ul style="list-style-type: none"> Learner was able to analysed the role of corporate governance within an entity to determine the contribution of a unit in promoting internal organisational codes and ethical practices. Learner analysed the specific ethical practices of a unit in different areas. 		
SO3: Analyse a unit in relation to the principles of corporate ethics.							
252042	3.1	An instrument is selected for analysing individual and organisational conduct in respect of organisational values, codes of conduct and corporate ethics.	Learner you need to be able to select an instrument for analysing individual and organisational conduct in respect of organisational values, codes of conduct and corporate ethics.	Summative 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none"> Learner selected an instrument for analysing individual and organisational conduct in respect of organisational values, codes of conduct and corporate ethics. 		
252042	3.2	The instrument is applied to gather and record information within a unit in respect of organisational values, codes of conduct and corporate ethics.	You need to be able to apply the instrument to gather and record the information.	Summative 4 Logbook			
252042	3.3	The instrument is applied to evaluate the current state in a unit against the desired state in	You need to be able to apply the instrument to evaluate the current state in unit against the desired state in	Summative 4 Logbook	<ul style="list-style-type: none"> Learner applied the instrument to gather 		

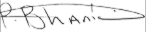


U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
		respect of organisational values, codes of conduct and corporate ethics.	respect of organisational values, codes of conduct and corporate ethics		and record the information. • Learner applied the instrument to evaluate the current state in unit.		
SO4: Formulate recommendations for strengthening shared organisational values, the code of conduct and ethical practices.							
252042	4.1	An implementation plan is prepared that described the strengthening of the entity's values, code of conduct and ethical practices in the unit.	a. Create a report with the following information that you need to submit to your supervisor / manager. Request him/her to sign this report off to show that your report information is accurate and a reflection of the organisation's values, code of conduct and ethical practices. b. The report needs to show: i. An implementation plan is prepared that describes the strengthening of the entity's values, code of conduct and ethical practices in the unit i. The role and responsibilities of the	Summative 4 Logbook	Mentor: Observe the learners report submitted with all the information required.		
252042	4.2	The role and responsibilities of the manager are described in terms of decision making to strengthen the values, code of conduct and ethical practices in a unit and the entity.		Summative 4 Logbook			
252042	4.3	The communication activities for promoting the entity's values, code of conduct and ethical practices are outlined in the plan, with role allocation and time frames.		Summative 4 Logbook			
252042	4.4	The process for monitoring and evaluating improvements in relation to the entity's organisational values, code of conduct and ethical practices in a unit is described with role allocation and time frames.		Summative 4 Logbook			



U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
			<p>manager are described in terms of decision making to strengthen the values, code of conduct and ethical practices in a unit and the entity</p> <p>i. The communication activities for promoting the entity's values, code of conduct and ethical practices are outlined in the plan, with role allocation and time frames</p> <p>v. The process for monitoring and evaluating improvements in relation to the entity's organisational values, code of conduct and ethical practices in a unit is described with role allocation and time frames</p>				



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	<i>caron elferink</i>			



ID 252044 - Apply the principles of knowledge management

U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
SO1: Demonstrate knowledge and understanding of the concepts and components of knowledge management.							
252044	1.1	The driving forces of the knowledge economy are explained with examples.	Learner you must be able to show understanding of the driving forces of the knowledge economy. You need to identify the components of a system for institutionalising knowledge management. You need to show the understanding of the importance of knowledge management in managing the knowledge assets for achieving competitive advantage.	Summative 3, 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none">Learner was able to show understanding of the driving forces of the knowledge economy.Learner identified the components of a system for institutionalising knowledge management.Learner was able to show the understanding of the importance of knowledge management in managing the knowledge assets for achieving competitive advantage.		
252044	1.2	The components of a system for institutionalising knowledge management are described according to accepted knowledge management theory and practice.		Summative 4 Logbook			
252044	1.3	The importance of knowledge management in managing the knowledge assets for achieving competitive advantage is explained in relation to an entity.		Summative 3, 4 Logbook			
252044	1.4	The results of managing knowledge are explained in relation to an entity.		Summative 4 Logbook			
SO2: Analyse a unit according to the entity's knowledge management policies and procedures.							



U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
252044	2.1	Analyse the current practices in a unit in relation to the knowledge management policies and procedures of an entity.	Learner you must be able to analyse the current practices in a unit in relation to the knowledge management policies and procedures of an entity. You should be able to compare the knowledge management practices of a unit to those of other units in an entity. You need to be able to interpret the findings of the analysis to identify strengths and weaknesses You need to be able to consolidate the findings in a report with recommendations on improvements within a unit and an entity	Summative 4 Logbook	Mentor to observe learner’s conducting the following activities: <ul style="list-style-type: none">Learner analysed the current practices in a unit in relation to the knowledge management policies and procedures of an entity.Learner compared current knowledge management practices in your unit with best practice.Learner was able to interpret the findings of the analysis to identify strengths and weaknesses.Learner consolidated the findings in a report with recommendations on improvements within a unit and an entity		
252044	2.2	Compare the knowledge management practices of a unit to those of other units in an entity.		Summative 4 Logbook			
252044	2.3	Interpret the findings of the analysis to identify strengths and weaknesses.		Summative 4 Logbook			
252044	2.4	Consolidate the findings in a report with recommendations on improvements within a unit and an entity.		Summative 4 Logbook			
SO3: Develop a knowledge management implementation plan for a unit.							



U. std	SO / AC (Reference)	Specific Outcomes and Assessment Criteria	Learner should be able to demonstrate/show understanding of the following	Activity to be Completed by Learner in the POE	Method Used to assess understanding	Supporting Evidence to show learner 's understanding	Date Completed
252044	3.1	The role of the unit manager in implementing the knowledge management plan is described in relation to other role players in the entity.	Learner you need to be able to demonstrate the role of the unit manager in implementing the knowledge management plan.	Summative 4 Logbook	Mentor to observe learner's conducting the following activities: <ul style="list-style-type: none"> Learner demonstrate the role of the unit manager in implementing the knowledge management plan. Learner developed an operational plan for managing knowledge in a unit. Learner ensure that the promotional plan is promoted within a unit. Learner was able to show understanding of the implementation of the plan in accordance generally accepted knowledge management theory and practice 		
252044	3.2	An operational plan is developed for managing knowledge in a unit in relation to the policies and procedures of an entity.	You need to be able to develop an operational plan for managing knowledge in a unit.	Summative 4 Logbook			
252044	3.3	The operational plan is promoted within a unit and an entity in order to encourage commitment.	You need to ensure that the promotional plan is promoted within a unit.	Summative 4 Logbook			
252044	3.4	The implementation of the plan is described in accordance generally accepted knowledge management theory and practice.	You should be able to show understanding of the implementation of the plan in accordance generally accepted knowledge management theory and practice	Summative 4 Logbook			



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	caron elferink	PBhant		



FEEDBACK REPORT

Instruction to Mentor: Complete the workplace performance report below as an overall outcome to all the above activities. Rate the learner based on the interactions. A true and honest reflection is important to ensure the learner is not mis-guided and or mis-represented.

WORKPLACE PERFORMANCE SCALE FEEDBACK ON LEARNER

Scale			
1= Below Expectations			
2= Meets Expectations			
3= Exceed Expectations			
Behavioural Attributes	1	2	3
Quality and quantity of work:			X
Punctuality:			X
Communication skills:			X
Interrelationship with staff members:			X
Problem solving:			X
Overall Comments by Supervisor/Mentor:			
The Learner Is Improving			
Mentor/Supervisor's Signature:		Date: 2024/02/26	
caron elferink			

GENERAL COMMENTS FROM THE LEARNER

Instructions to learner: Complete the following section to reflect your daily duties and or major tasks and activities that you complete daily/monthly. Make special reference to communication tasks, how you communicate and what methods are generally used in your workplace.

[illegible]