

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 POE



TRAINING FORCE
Linking Training to Industry

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**Accredited
course
information:**

Unit Standard ID

252044

NQF Level

5

Credits

5

Apply the principles of knowledge management

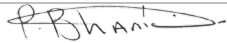


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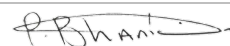
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PRE-ASSESSMENT MEETING CHECKLIST

Your facilitator/assessor will go through the below checklist with you. Please (✓) in the space provided to confirm that the points were discussed.

#	POINTS TO BE DISCUSSED	✓
Did the facilitator/Assessor:		
1.	Provide a clear explanation of Outcomes-based assessment and the NQF system.	X
2.	Explain the assessment process and the principles of good assessment practice.	X
3.	Explain the roles and responsibilities of the learner, assessor and moderator.	X
4.	Explain the learner's rights, discuss the appeals process and assessment policies	X
5.	Ensure the learner was ready for the assessment by conducting formative assessment	X
6.	Provide the Learner with a copy of the unit standard against which they will be assessed	X
7.	Discuss and identify any special needs of the learner	X
8.	Discuss the VACS evidence requirements	X
9.	Discuss the assessment planning and conducting documents indicating the evidence, methods, resources, timing and special needs	X
10.	Discuss the importance of confidentiality of all the information.	X
11.	Give the Learner an opportunity to seek clarification on any items discussed	X
Learner Signature		
Assessor Signature		
Date of Meeting		

ASSESSMENT PLAN

Date of Assessment							
Assessor Declaration	The assessor at this moment declares that this document will be completed and a judgment made once all the evidence submitted according to this plan has been assessed against model answers and the VACS criteria						
Assessor Name				Assessor signature			
Moderator Name				Moderator Signature			
Learner Name				Learner Signature			
Mentor/ Facilitator Name				Mentor/ Facilitator Signature			
Key to Methods	Obs	Observation	Q	Questioning	PE	Product Evaluation	

ID 252024 - Evaluate current practices against best practice

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
SO1: Apply the concept of best practice to a unit.								
1.1	The concept of best practice is explained in terms of the practices in a unit.	Summative 1, 4	Knowledge Practical	Questioning Product Evaluation				
1.2	Best practices are identified that are relevant to a unit.	Summative 1, 4	Knowledge Practical	Questioning Product Evaluation				
1.3	The best practices identified define world-class practices for a specific context/unit.	Summative 1, 4	Knowledge Practical	Questioning Product Evaluation				
SO2: Analyse current practices in a unit in relation to identified best practice.								
2.1	Current practices in a unit are compared with best practice.	Summative 1, 4	Knowledge Practical	Questioning Product Evaluation				
2.2	Current product/service reliability is evaluated in terms of internal and external customer expectations.	Summative 4	Practical	Product Evaluation				
2.3	The best opportunity/s for maximum gain is identified for a unit.	Summative 4	Practical	Product Evaluation				
SO3: Decide on the best practices to be adopted in a unit.								
3.1	The performance outcomes to be achieved by replacing the current practice with best practice are described with examples.	Summative 4	Practical	Product Evaluation				
3.2	The current practices to be retained are described with motivations for the retention.	Summative 4	Practical	Product Evaluation				
3.3	The best practices to be introduced are described with motivations for the introduction.	Summative 4	Practical	Product Evaluation				
SO4: Formulate recommendations for implementing best practices.								
4.1	The recommendations described are appropriate for the current practices analysed.	Summative 4	Practical	Product Evaluation				

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
4.2	The recommendations presented are in line with best practices.	Summative 4	Practical	Product Evaluation				
4.3	Recommendations are communicated to stakeholders in order to obtain feedback.	Summative 4	Practical	Product Evaluation				
SO5: Draw up a plan for implementing best practice.								
5.1	The change processes required to support the implementation of best practice are described with practical examples.	Formative 3,4,5 Summative 4	Knowledge Practical	Questioning Product Evaluation				
5.2	Resources required are identified in terms of the needs for implementing best practice.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
5.3	The plan includes tasks, responsibilities, time-scales and performance measures.	Formative 3,4,5 Summative 4	Knowledge Practical	Questioning Product Evaluation				
5.4	The plan includes contingencies that are reasonable in relation to the proposed plan.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
5.5	The monitoring, recording and evaluation of the implementation are described in order to promote effective implementation.	Formative 3,4,5 Summative 4	Knowledge Practical	Questioning Product Evaluation				

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

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
SO1: Demonstrate an understanding of the relationship between values, ethics and organisational culture and its impact on achieving goals and objectives.								
1.1	The relationship between personal values, organisational ethics, and the entity's culture is demonstrated through examples from the South African workplace.	Formative 1 Summative 2, 4	Knowledge Practical	Questioning Product Evaluation				
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	Knowledge Practical	Questioning Product Evaluation				
1.3	The potential impact of organisational values and culture on the entity's triple bottom line are analysed and described.	Formative 1 Summative 2, 4	Knowledge Practical	Questioning Product Evaluation				
SO2: Apply the concept of corporate ethics to a unit.								
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.	Formative 1,2 Summative 4	Knowledge Practical	Questioning Product Evaluation				
2.2	The role of corporate governance within an entity is analysed to determine the contribution of a unit in promoting internal organisational codes and ethical practices.	Formative 2 Summative 4	Knowledge Practical	Questioning Product Evaluation				

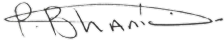
	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
2.3	The specific ethical practices of a unit in different areas are analysed with examples.	Formative 2 Summative 4	Knowledge Practical	Questioning Product Evaluation				
SO3: Analyse a unit in relation to the principles of corporate ethics.								
3.1	An instrument is selected for analysing individual and organisational conduct in respect of organisational values, codes of conduct and corporate ethics.	Formative 1,2 Summative 4	Knowledge Practical	Questioning Product Evaluation				
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.	Formative 1,2 Summative 4	Knowledge Practical	Questioning Product Evaluation				
3.3	The instrument is applied to evaluate the current state in a unit against the desired state in respect of organisational values, codes of conduct and corporate ethics.	Formative 1,2 Summative 4	Knowledge Practical	Questioning Product Evaluation				
SO4: Formulate recommendations for strengthening shared organisational values, the code of conduct and ethical practices.								
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.	Formative 1,2,3,4 Summative 4	Knowledge Practical	Questioning Product Evaluation				
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.	Formative 1,2,3 Summative 4	Knowledge Practical	Questioning Product Evaluation				
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.	Formative 1,2,3 Summative 4	Knowledge Practical	Questioning Product Evaluation				
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.	Formative 1,2,3 Summative 4	Knowledge Practical	Questioning Product Evaluation				

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
SO1: Demonstrate knowledge and understanding of the concepts and components of knowledge management.								
1.1	The driving forces of the knowledge economy are explained with examples.	Summative 3, 4	Knowledge Practical	Questioning Product Evaluation				
1.2	The components of a system for institutionalising knowledge management are described according to accepted knowledge management theory and practice.	Summative 3, 4	Knowledge Practical	Questioning Product Evaluation				
1.3	The importance of knowledge management in managing the knowledge assets for achieving competitive advantage is explained in relation to an entity.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
1.4	The results of managing knowledge are explained in relation to an entity.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
SO2: Analyse a unit according to the entity's knowledge management policies and procedures.								
2.1	Analyse the current practices in a unit in relation to the knowledge management policies and procedures of an entity.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
2.2	Compare the knowledge management practices of a unit to those of other units in an entity.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
2.3	Interpret the findings of the analysis to identify strengths and weaknesses.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
2.4	Consolidate the findings in a report with recommendations on improvements within a unit and an entity.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
SO3: Develop a knowledge management implementation plan for a unit.								
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.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
3.2	An operational plan is developed for managing knowledge in a unit in relation to the policies and procedures of an entity.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
3.3	The operational plan is promoted within a unit and an entity in order to encourage commitment.	Summative 4	Knowledge Practical	Questioning Product Evaluation				
3.4	The implementation of the plan is described in accordance generally accepted knowledge management theory and practice.	Summative 4	Knowledge Practical	Questioning Product Evaluation				

FORMATIVE ASSESSMENT



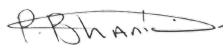
Please complete the following checklist to indicate that you have completed all the formative assessment activities required for your portfolio. These activities must be completed in full and in black pen.

#	FORMATIVE ASSESSMENT ACTIVITY	TICK TO CONFIRM COMPLETION
1	Formative Assessment Activity 1	
2	Formative Assessment Activity 2	
3	Formative Assessment Activity 3	
4	Formative Assessment Activity 4	
5	Formative Assessment Activity 5	
Learner signature: 		
Assessor signature:		
Moderator signature:		




Please insert printed copies of ALL your formative assessment results for Cluster 6 behind this page




LEARNER SELF-ASSESSMENT

This self-assessment gives you the opportunity to declare your readiness for the summative assessment activities.
PLEASE COMPLETE IN FULL AND IN BLACK PEN.

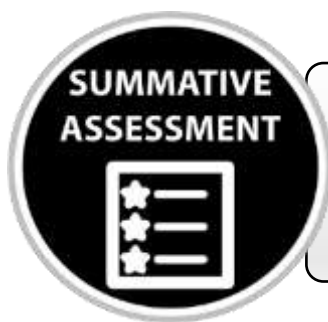
Learner outcomes covered	I can do this	I need assistance to do this	I can't do this
Apply the concept of best practice to a unit.			
Analyse current practices in a unit in relation to identified best practice.			
Decide on the best practices to be adopted in a unit.			
Formulate recommendations for implementing best practices.			
Draw up a plan for implementing best practice.			
Demonstrate an understanding of the relationship between values, ethics and organisational culture and its impact on achieving goals and objectives.			
Apply the concept of corporate ethics to a unit.			
Analyse a unit in relation to the principles of corporate ethics.			
Formulate recommendations for strengthening shared organisational values, the code of conduct and ethical practices.			
Demonstrate knowledge and understanding of the concepts and components of knowledge management.			
Analyse a unit according to the entity's knowledge management policies and procedures.			
Develop a knowledge management implementation plan for a unit.			
Learner signature			
I, the assessor, declare that the learner can achieve the above learning outcomes and is ready to progress onto the summative assessment.			
Assessor signature			

LEARNER EVALUATION OF FACILITATOR

				
	Totally Dissatisfied	Dissatisfied	Satisfied	Totally Satisfied
1. Venue				
Comfortable seating?				X
Temperature Control?				X
Well equipped?				X
Adequate lighting?				X
2. Preparation of Venue				
Clean?				X
White Board Clean?				X
Board markers available/working?				X
Data projector set up / focused? (if applicable)				X
Training material ready for use?				X
Tables & chairs set out correctly?				X
General Comments:				

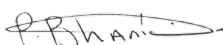
				
	Totally Dissatisfied	Dissatisfied	Satisfied	Totally Satisfied
3. Facilitator				
In time to start at a scheduled time?				X
Projects a professional image?				X
Creates a pleasant working atmosphere?				X
Good subject knowledge?				X
Treat all learners with respect?				X
Able to answer all questions?				X
Good pace of presenting/facilitating?				X
Attitude towards learners?				X
4. Course Content				
Volume of material suitable for one day?				X
Course material easy to understand?				X
Learners Manual contains enough info?				X





Please complete the following checklist to ensure that you have completed all the summative assessment activities. These activities should be completed in full in black pen

SUMMATIVE ASSESSMENT ACTIVITIES

#	SUMMATIVE ACTIVITY	TICK TO CONFIRM COMPLETION
1.	Summative Assessment Activity 1	
2.	Summative Assessment Activity 2	
3.	Summative Assessment Activity 3	
4.	Summative Assessment Activity 4	
Learner Signature: 		
Assessor Signature:		
Moderator Signature:		

SUMMATIVE ASSESSMENT ACTIVITY 1: KNOWLEDGE ASSESSMENT



252042 SO1, AC1 – 3; SO2, AC1

EEK 1, 2, 3, 4, 5

CCFO

Assessment Method: Questioning

Instructions: Complete the following questions:

INSTRUCTIONS: This is an individual activity; your work is required. Using a black pen, please complete the below questions in full. Elaborate on your answers where required.

1. Describe personal values, organisational ethics, and organisational culture. **(6)**
2. Describe two possible conflicts between personal values and the entity's values and ethical codes. **(2)**
3. Identify and list 5 general tips to implement good business conduct (principles of business/corporate ethics). **(10)**
4. Identify and list 6 core or universal ethical values (National and international best practices in respect of business/corporate ethics). **(6)**
5. Describe how an organisation should demonstrate its commitment to its code of ethics according to the South African Constitution. **(8)**
6. Explain corporate governance and the King III Report. **(5)**
7. List and describe the key principles of the King III report. **(5)**
8. Describe what is meant by: "entity's triple bottom line". **(3)**
9. Identify and list any 2 acts, regulations, codes and other documents that are considered to be the imperatives for ethical conduct in South African organisations. **(2)**

Marking Matrix

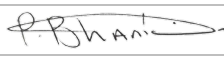
Scoring Guide

One marks per question

Score

/47

Feedback to Learner:

VACS Assessment of Evidence	V	A	C	S
The result of First Assessment	C	NYC	Date	
Result of Second assessment	C	NYC	Date	
The result of Third Assessment	C	NYC	Date	
Learner Signature			Date	
Assessor Signature			Date	
Moderator Signature			Date	

SUMMATIVE ASSESSMENT ACTIVITY 2: KNOWLEDGE ASSESSMENT



US 252042: SO1; AC1 - 3

EEK 1, 2, 3, 4

CCFO1,2,3

Assessment Method: Product Evaluation

Instructions: Complete the following questions:

1. Explain the concept of best practice **(4)**
2. Explain the meaning of world-class competitiveness. **(4)**
3. Identify and list 4 techniques for analysing policies, processes and practices in your unit against best practices. **(8)**
4. Summarise a strategy for overcoming resistance to change. **(4)**

Marking Matrix

Scoring Guide

One marks per question

Score

/20

Feedback to Learner:

VACS Assessment of Evidence

V

A

C

S

The result of First Assessment

C

NYC

Date

Result of Second assessment

C

NYC

Date

The result of Third Assessment

C

NYC

Date

Learner Signature

P. Bhanu

Date

Assessor Signature

Date

Moderator Signature

Date

SUMMATIVE ASSESSMENT ACTIVITY 3: KNOWLEDGE ASSESSMENT



US 252044: SO1, AC1 & AC2

EEK 1, 2, 3, 4

CCFO1,2,3

Assessment Method: Product Evaluation

Instructions: Complete the following questions:

1. Define knowledge management. **(3)**
2. Define each of the following concepts of knowledge management: **(4)**
 - Intellectual property
 - Intellectual capital
 - Organisational learning
 - Learning organisation
3. Define “knowledge economy” and explain the driving forces of knowledge economy with an example. **(4)**
4. Identify and list the components of a system for institutionalising knowledge management. **(4)**
5. Identify and list 10 principles of knowledge management. **(10)**
6. Create a diagram to show the creation, sharing and storage of knowledge. **(5)**

Marking Matrix

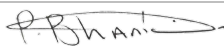
Scoring Guide

One marks per question

Score

/30

Feedback to Learner:

VACS Assessment of Evidence	V	A	C	S
The result of First Assessment	C	NYC	Date	
Result of Second assessment	C	NYC	Date	
The result of Third Assessment	C	NYC	Date	
Learner Signature				Date
Assessor Signature			Date	
Moderator Signature			Date	

SUMMATIVE ASSESSMENT ACTIVITY 4: PRACTICAL ASSESSMENT



252042
252024
252044

EEK ALL

CCFO: 1 – 8

Assessment Method: Questioning

You need to show that you can

- Evaluate current practices against best practice
- Apply the principles of ethics to improve organisational culture
- Apply the principles of knowledge management

Complete the following in your workplace:

1. **Apply the concepts of best practice and knowledge management to a unit**, by completing the following and providing workplace evidence to show that you did the following:
 - a. Provide a diagram / flowchart to show how information is created, shared and stored your organisation / unit.
Ask your supervisor to sign and date the drawing to verify that it is accurate and authentic.
 - b. Identify best practices related to knowledge management that are relevant to your unit
2. **Analyse current knowledge management practices** in a unit in relation to identified best practice, by completing the following and providing workplace evidence to show that you did the following:
 - a. Compare current knowledge management practices in your unit with best practice
 - b. Evaluate current delivery of products or services in terms of internal and external customer expectations
 - c. Interpret the findings of the analysis to identify strengths and weaknesses
 - d. Identify the best opportunity/s for maximum gain for your unit if you were to apply best practice in terms of knowledge management
3. **Decide on the best practices to be adopted in a unit**, by completing the following and providing workplace evidence to show that you did the following:
 - a. Describe the performance outcomes to be achieved by replacing the current practice with best practice with examples
 - b. Describe the current practices to be retained with motivations for the retention
 - c. Describe the best practices to be introduced with motivations for the introduction
4. **Formulate recommendations for implementing best practices in knowledge management**, by completing the following and providing workplace evidence to show that you did the following:
 - a. Ensure that the recommendations described are appropriate for the current practices analysed – describe how you have done this with examples from your documents
 - b. Ensure that the recommendations presented are in line with best practices – describe how you have done this with examples from your documents
 - c. Communicate the recommendations to stakeholders in order to obtain feedback – submit workplace evidence of this, e.g. emails, minutes of meetings, etc.
 - d. Consolidate the findings in a report with recommendations on improvements within a unit and an entity. Submit the report to your supervisor and ask him/her to sign and date it if s/he is satisfied that the recommendations are implementable

5. **Draw up a plan for implementing best practice in knowledge management**, by completing the following and providing workplace evidence to show that you did the following:
- Develop an operational plan for managing knowledge in a unit in relation to the policies and procedures of an entity [Note: The operational plan includes activities, role players, time-scale, measurements, costs, benefits and potential risks]
 - Describe the change processes required to support the implementation of best practice with practical examples
 - Identify the resources required in terms of the needs for implementing best practice
 - Submit the plan and ensure that the plan includes tasks, responsibilities, time-scales and performance measures – describe how you have done this with examples from your documents
 - Ensure that the plan includes contingencies that are reasonable in relation to the proposed plan – describe how you have done this with examples from your documents
 - Describe how you will monitor, record and evaluate the implementation of the plan in your unit
 - Promote the operational plan within a unit and an entity in order to encourage commitment [Note: The promotion of the plan could include explaining the principles of knowledge management to team members, acting as a change agent for knowledge management, and creating an enabling environment for the creation, transfer and sharing of knowledge within a unit and an entity] – provide evidence that you have promoted the operational plan, e.g. emails, presentation documents, meeting minutes, etc.
 - Supervisor sign off:** Ask your supervisor to sign and date all relevant documentation to verify that your plan complies with organisational requirements and that the implementation has been successful
6. **Provide your organisation's policies and procedures / standards / code of ethics**
7. **Demonstrate an understanding of the relationship between values, ethics and organisational culture and its impact on achieving goals and objectives**, by completing the following and providing workplace evidence to show that you have done the following:
- Analyse and describe the potential impact of organisational values and culture on the entity's triple bottom line – provide at least 2 examples to substantiate your answer. Request your supervisor to sign this analysis off to show that your assessment is accurate
8. **Apply the concept of corporate ethics to a unit**, by completing the following and providing workplace evidence to show that you did the following:
- Submit copies of documents related to ethical conduct in South African organisations such as acts, regulations, codes and other documents relevant to the entity [Note: Relevant documents include the South African Constitution, the King Report, PFMA, the principles of Batho Pele, as well as acts, regulations and codes governing the sector or specific industry]
 - Analyse the role of corporate governance within an entity to determine the contribution of a unit in promoting internal organisational codes and ethical practices – provide a summary of your findings and submit all the documents that you used
 - Analyse the specific ethical practices of a unit in different areas with examples [Note: Areas include accounting information, marketing, sales, production, intellectual property, tendering processes, Information Technology and Human Resources] – provide a summary of your findings and submit all the documents that you used
9. **Analyse a unit in relation to the principles of corporate ethics**, by completing the following and providing workplace evidence to show that you did the following:
- Select an instrument for analysing individual and organisational conduct in respect of organisational values, codes of conduct and corporate ethics – provide the instrument and describe why you have selected this one
 - Apply the instrument to gather and record information within a unit in respect of organisational values, codes of conduct and corporate ethics – submit all the information that you gathered and recorded
 - Apply the instrument to evaluate the current state in a unit against the desired state in respect of organisational values, codes of conduct and corporate ethics – summarise your findings and provide all the documents that you used in your evaluation
10. **Formulate recommendations for strengthening shared organisational values, the code of conduct and ethical practices**, by completing the following and providing workplace evidence to show that you did the following:
- 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.
 - 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
- ii. 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
- iii. 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
- iv. 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

Remember: Provide workplace evidence to support your answers and show your ability to do what is required of you in this activity.

Practical Activity Checklist

Please tick that you have submitted the following evidence as per the instructions above:

Learner Name	Date

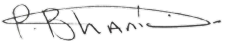
Practical Activity 1	Submitted Yes/No	Name of my document / Comments
Apply the concept of best practice and knowledge management to a unit		
a. Provide a diagram / flowchart to show how information is created, shared and stored your organisation / unit. Ask your supervisor to sign and date the drawing to verify that it is accurate and authentic	X	
b. Identify best practices that are relevant to your unit	X	
Analyse current knowledge management practices		
a. Compare current knowledge management practices in your unit with best practice	X	
b. Evaluate current delivery of products or services in terms of internal and external customer expectations	X	
c. Interpret the findings of the analysis to identify strengths and weaknesses	X	
d. Identify the best opportunity/s for maximum gain for your unit if you were to apply best practice in terms of knowledge management	X	
Decide on the best practices to be adopted in a unit		
a. Describe the performance outcomes to be achieved by replacing the current practice with best practice with examples	X	
b. Describe the current practices to be retained with motivations for the retention	X	
c. Describe the best practices to be introduced with motivations for the introduction	X	
Formulate recommendations for implementing best practices in knowledge management		
a. Ensure that the recommendations described are appropriate for the current practices analysed – describe how you have done this with examples from your documents	X	

Practical Activity 1		Submitted Yes/No	Name of my document / Comments
b.	Ensure that the recommendations presented are in line with best practices – describe how you have done this with examples from your documents	X	
c.	Communicate the recommendations to stakeholders in order to obtain feedback – submit workplace evidence of this, e.g. emails, minutes of meetings, etc.	X	
d.	Consolidate the findings in a report with recommendations on improvements within a unit and an entity. Submit the report to your supervisor and ask him/her to sign and date it if s/he is satisfied that the recommendations are implementable	X	
Draw up a plan for implementing best practice in knowledge management			
a.	Develop an operational plan for managing knowledge in a unit in relation to the policies and procedures of an entity [Note: The operational plan includes activities, role players, time-scale, measurements, costs, benefits and potential risks]	X	
b.	Describe the change processes required to support the implementation of best practice with practical examples	X	
c.	Identify the resources required in terms of the needs for implementing best practice	X	
d.	Submit the plan and ensure that the plan includes tasks, responsibilities, time-scales and performance measures – describe how you have done this with examples from your documents	X	
e.	Ensure that the plan includes contingencies that are reasonable in relation to the proposed plan – describe how you have done this with examples from your documents	X	
f.	Describe how you will monitor, record and evaluate the implementation of the plan in your unit	X	
g.	Promote the operational plan within a unit and an entity in order to encourage commitment [Note: The promotion of the plan could include explaining the principles of knowledge management to team members, acting as a change agent for knowledge management, and creating an enabling environment for the creation, transfer and sharing of knowledge within a unit and an entity] – provide evidence that you have promoted the operational plan, e.g. emails, presentation documents, meeting minutes, etc.	X	
Supervisor sign off			
a.	Ask your supervisor to sign and date all relevant documentation to verify that your plan complies with organisational requirements and the implementation has been successful	X	
Demonstrate knowledge and understanding of the concepts and components of knowledge management			
c.	Provide a diagram / flowchart to show how information is created, shared and stored your organisation / unit. Ask your supervisor to sign and date the drawing to verify that it is accurate and authentic.	X	
Provide your organisation's policies and procedures / standards / code of ethics			

Practical Activity 1		Submitted Yes/No	Name of my document / Comments
d. Provide your organisation's policies and procedures / standards / code of ethics		X	
Demonstrate an understanding of the relationship between values, ethics and organisational culture and its impact on achieving goals and objectives			
a. Analyse and describe the potential impact of organisational values and culture on the entity's triple bottom line – provide at least 2 examples to substantiate your answer. Request your supervisor to sign this analysis off to show that your assessment is accurate		X	
Apply the concept of corporate ethics to a unit			
a. Analyse the role of corporate governance within an entity to determine the contribution of a unit in promoting internal organisational codes and ethical practices – provide a summary of your findings and submit all the documents that you used		X	
b. Analyse the specific ethical practices of a unit in different areas with examples – provide a summary of your findings and submit all the documents that you used			
Analyse a unit in relation to the principles of corporate ethics			
a. Select an instrument for analysing individual and organisational conduct in respect of organisational values, codes of conduct and corporate ethics – provide the instrument and describe why you have selected this one		X	
b. Apply the instrument to gather and record information within a unit in respect of organisational values, codes of conduct and corporate ethics – submit all the information that you gathered and recorded		X	
c. Apply the instrument to evaluate the current state in a unit against the desired state in respect of organisational values, codes of conduct and corporate ethics – summarise your findings and provide all the documents that you used in your evaluation		X	
Formulate recommendations for strengthening shared organisational values, the code of conduct and ethical practices			
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.		X	
b. The report needs to show: <ul style="list-style-type: none"> An implementation plan is prepared that describes the strengthening of the entity's values, code of conduct and ethical practices in the unit 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 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 The process for monitoring and evaluating 		X	

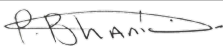
Practical Activity 1		Submitted Yes/No	Name of my document / Comments
improvements in relation to the entity's organisational values, code of conduct and ethical practices in a unit is described with role allocation and time frames		X	
Learner Signature	P. Bharti		

Feedback to Learner:

Marking Matrix				
Scoring Guide One marks per question		Score		
		/50		
Marking Matrix				
VACS Assessment of Evidence	V	A	C	S
The result of First Assessment	C	NYC	Date	
Result of Second assessment	C	NYC	Date	
The result of Third Assessment	C	NYC	Date	
Learner Signature				Date
Assessor Signature				Date
Moderator Signature				Date

LEARNER EVALUATION OF THE ASSESSMENT PROCESS

Kindly complete the form below to provide feedback to the assessor

Please answer the following questions by ticking the applicable box		
Criteria	Yes	No
Did the assessor go through the assessment meeting with you?		
Did the assessor explain the reason for the assessment		
Did you receive a copy of the Unit standard/s you were being assessed against		
Did the assessor explain the assessment methods and criteria?		
Where the instructions for each assessment clear?		
Did your assessor provide you with developmental feedback?		
Do you agree with the feedback?		
Additional Comments:		
Learner Name		
Signature:		
Date:		

DEVELOPMENT PLAN

This form will be completed by the appointed assessor

Learner Name	
Assessor Name	
Programme Name:	
Date:	
Areas of development and additional evidence required	
Resubmission date	
Learner Signature	P. Bhanu
Assessor Signature	

