

**SAQA ID: 59201**

**NATIONAL CERTIFICATE:  
GENERIC MANAGEMENT**

**FINAL INTERGRATE**

**SUMMATIVE ASSESSMENT**

**FISA**



**TRAINING FORCE**  
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## NOTE TO LEARNER

The purpose of the Final Summative Assessment is to gather evidence of a holistic nature of the entire qualification. You have completed individual Clusters that provided you with your Formative Assessments that allowed you to test your learning during the program and then Summative Assessments that allowed you to test your learning after the learning Cluster was complete. This was to assist in retention and assess the level of your retention through either providing knowledge about outcomes or demonstrating an ability to perform tasks.

Now its time to put it all into perspective and approach all areas together to encompass the full qualification.

## ASSESSOR FINAL OVERALL RESULT

#	Cluster	Date of Assessment	C	NYC
1	Leadership Concepts and Theories			
2	Effective Oral and Written Communication			
3	Diversity and Negotiation			
4	Selection, Recruitment, Talent Management, Coaching and Mentoring			
5	Concepts of Finance and Budgets			
6	Ethical behaviour in business and best practices			
7	Creative Thinking and Problem Solving			
8	Operational and Project Management			
N/A	FISA			
Assessor Signature:			Date:	
Moderator Signature:			Date:	



## INSTRUCTIONS TO LEARNER

This assessment represents the Final Assessment component of the **National Certificate: Generic Management 59201**.

This assessment will only take place at the end of the **Learning Programme** – Learners are required to follow instructions provided herein for the completion of this assessment. The assessment is presented using reflective activities, which you need to complete.

This assessment only covers the overall exit level outcomes set by the qualification. This is ensuring that you not only meets the requirements of each cluster forming part of the qualification but can demonstrate an understanding of the overall requirement of the qualification.

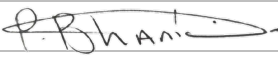
Complete this Assessment using this Document and the method shown in your POE Guide Video at the beginning of the courses, you will need to have all the assessments and evidence completed during the assessment at hand while completing this assessment. If you have any queries, please don't hesitate to contact your Assessor for directions and guidance.

You will need to PDF sign each page of this assessment for authenticity purposes and provide a signature and date in full at the end of the Assessment.



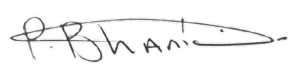
## PRE-ASSESSMENT MEETING CHECKLIST

The **Qualification Induction Video** would've clearly explained all the items below. If you are not sure, revert to the video and ensure understanding before completing this checklist.

#	<b><i>POINTS TO BE DISCUSSED</i></b>	✓
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 if 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:		

# FINAL SUMMATIVE INTEGRATED ASSESSMENT

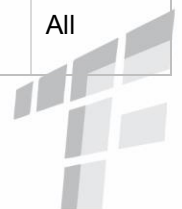
This document is for **assessment purposes** only. You are only required to complete your name and sign once the Assessor has assessed the FISA and provided you with feedback.

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	Philasande Bhani	Learner Signature	

## Evidence Alignment Matrix

#	Exit Level Outcome	Cluster	US ID	Assessment	EEK	CCFO
1	Initiate, develop, implement and evaluate operational strategies, projects and action plans so as to improve the effectiveness	6	252024	Summative 1, 4 Formative Topic 3 – 5	1 – 5	All
			252042	Formative 1 – 4 Summative 2, 4	1 - 4	1 – 3, 4 -8
			252044	Summative 3, 4	1 - 4	1 – 3, 4 -8
		8	252022	Summative 2	All	All
			252032	Summative 2	All	All
			252025	Formative Topic 5 Summative 1, 2	1, 2	4, 5
2	Monitor and measure performance and apply continuous or innovative improvement interventions in the unit.	4	12140	Summative 1	1, 2	All
			252029	Summative 2	All	All
			252034	Summative 4	All	All
			252035	Summative 1, 2, 3	All	All
		7	252020	Formative Topic 1, 3 Summative 1, 2	All	All
			252021	Summative 2	All	All
			252026	Summative 2	All	All
3	Lead and manage a team of first line managers to enhance individual, team and unit effectiveness	1	120300	Formative Topic 1 – 5 Summative 1, 3	1 – 5	1, 3, 4
			252037	Formative Topic 4, 6, 7, 9, 8, 10 Summative 2, 3	1, 2, 5	1 – 3, 5, 6
			15224	Summative 3	2 – 5	1 - 8

#	Exit Level Outcome	Cluster	US ID	Assessment	EEK	CCFO
		2	12433	Formative Topic 1 - 10 Summative 1, 2, 3	1 - 7	7
			252027	Formative Topic 11 - 14 Summative 2	2 - 7	1 - 8
			252031	Formative Topic 15 – 17 Summative 1, 2	1 - 4	1 - 6
		3	252043	Formative Topic 1 Summative 1	All	1 - 7
			114226	Formative Topic 2 Summative 2, 3	2, 3	1 - 4
			117853	Formative Topic 3 Summative 3	All	All
		4	12140	Summative 1	1, 2	All
			252029	Summative 2	All	All
			252034	Summative 4	All	All
			252035	Summative 1, 2, 3	All	All
		7	252020	Formative Topic 1, 3 Summative 1, 2	All	All
			252021	Summative 2	All	All
			252026	Summative 2	All	All
4	Build relationships with superiors and with stakeholders across the value chain	2	12433	Formative Topic 1 - 10 Summative 1, 2, 3	1 - 7	7
			252027	Formative Topic 11 - 14 Summative 2	2 - 7	1 - 8
			252031	Formative Topic 15 – 17 Summative 1, 2	1 - 4	1 - 6
		3	252043	Formative Topic 1 Summative 1	All	1 - 7
			114226	Formative Topic 2 Summative 2, 3	2, 3	1 - 4
			117853	Formative Topic 3 Summative 3	All	All
5	Apply the principles of risk, financial and knowledge management and business ethics within internal and external regulations	5	252040	Formative 1 Summative 1, 3	1, 2	All
			252036	Formative 3 Summative 2, 3	1 – 6	1 - 3
		6	252024	Summative 1, 4 Formative Topic 3 – 5	1 – 5	All



#	Exit Level Outcome	Cluster	US ID	Assessment	EEK	CCFO
			252042	Formative 1 – 4 Summative 2, 4	1 - 4	1 – 3, 4 -8
			252044	Summative 3, 4	1 - 4	1 – 3, 4 -8
		7	252020	Formative Topic 1, 3 Summative 1, 2	All	All
			252021	Summative 2	All	All
			252026	Summative 2	All	All
		8	252022	Summative 2	All	All
			252032	Summative 2	All	All
			252025	Formative Topic 5 Summative 1, 2	1, 2	4, 5
6	Enhance the development of teams and team members	1	120300	Formative Topic 1 – 5 Summative 1, 3	1 – 5	1, 3, 4
			252037	Formative Topic 4, 6, 7, 9, 8, 10 Summative 2, 3	1, 2, 5	1 – 3, 5, 6
			15224	Summative 3	2 – 5	1 - 8
		2	12433	Formative Topic 1 - 10 Summative 1, 2, 3	1 - 7	7
			252027	Formative Topic 11 - 14 Summative 2	2 - 7	1 - 8
			252031	Formative Topic 15 – 17 Summative 1, 2	1 - 4	1 - 6
		4	12140	Summative 1	1, 2	All
			252029	Summative 2	All	All
			252034	Summative 4	All	All
			252035	Summative 1, 2, 3	All	All







## ***FINAL SUMMATIVE ASSESSMENT***

**Assessment Method:** Reflexive Assignment

**Instructions:** This Assessment has been designed to allow you an opportunity to provide a holistic approach to Summative Activities completed and reflect on your learning, ability in applying the knowledge and identifying areas of improvement, during the completion of the Summative Activities.

### **Exit Level Outcome 1:**

Initiate, develop, implement, and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit.

### **Assessment Criteria**

- 1.1 Priorities are identified by considering a broad range of factors in solving problems and making decisions on operational strategies.
- 1.2 The need for and the benefits of change are explained, and recommendations are made to achieve intended results.
- 1.3 The initiatives to be undertaken by the unit are linked to organisational goals and objectives.
- 1.4 Operational strategies, projects and action plans are initiated and developed.
- 1.5 Operational strategies, projects and action plans are implemented and evaluated.

<b>Action</b>	<b>Cluster No.</b>	<b>Summative Assessment No.</b>
Solve problems and make decisions relating to operational strategies.	8	2
Explain the needs and benefits for change in an organisation.	1	2
Link initiatives to organisational goals and objectives.	1	1
Initiate, Develop and implement operational strategies, project and action plans.	8	2

While you completed these activities, what was your overall thoughts, what could you have done differently and what will you change in future?



Upon completing the summative activities related to operational strategy management, I found the experience to be enlightening, recognizing the need for a more targeted approach in explaining the needs for organizational change.

While successfully linking initiatives to organizational goals, I acknowledge the importance of continuous reassessment for ongoing relevance.

In initiating and implementing operational strategies, I see the value in incorporating feedback loops to enhance real-time adjustments.

Looking ahead, my commitment lies in adopting a more dynamic and adaptive mindset, ensuring a comprehensive and iterative approach in solving problems, making decisions, and aligning strategies with organizational objectives for continuous improvement and success.

#### **Assessment Criteria for Exit Level Outcome 2:**

- 2.1 The performance of the teams and the unit is monitored and measured according to entity's systems and procedures.
- 2.2 Innovative and/or continuous improvement strategies are applied according to generally accepted theory and practice.
- 2.3 Results are evaluated in relation to intended outcomes.

<b>Action</b>	<b>Cluster No.</b>	<b>Summative Assessment No.</b>
Monitor and measure performance of a team according to organisational systems and procedures.	4	2
Apply innovative and/or continuous improvement strategies according to generally accepted practice.	8	2
Evaluate and analyse the results of the performance measurement against the planned outcome.	1	3

While you completed these activities, what was your overall thoughts, what could you have done differently and what will you change in future?



Reflecting on activities related to monitoring team performance, applying continuous improvement strategies, and evaluating results, the experience was insightful and valuable.

I approached these tasks diligently, adhering to organizational systems and procedures while striving for innovation. Acknowledging areas for improvement, such as leveraging technology more effectively and fostering a culture of continuous improvement, emerged upon reflection.

Moving forward, dedication is pledged to integrating these learnings, leveraging technology more effectively, and promoting innovation to optimize team performance and achieve desired outcomes more effectively.

### **Assessment Criteria for Exit Level Outcome 3:**

- 3.1 The talents of each team member are evaluated according to the needs and operational requirements of the unit.
- 3.2 The team is provided with direction towards fulfilment of organisational goals.
- 3.3 Resources are identified and used by the leader to accomplish the objectives of the unit.

<b>Action</b>	<b>Cluster No.</b>	<b>Summative Assessment No.</b>
Evaluate team member talents according to needs and operational requirements.	8,6	2,4
Provide direction towards fulfilment of organisational goals	8	2
Identify the resources need and used to accomplish the objectives of the unit.	8,6,4	1,2,3



While you completed these activities, what was your overall thoughts, what could you have done differently and what will you change in future?

While evaluating team talents, providing organizational direction, and identifying resources, I found the experience crucial for optimizing team effectiveness.

I focused on aligning talents with operational needs and providing clear direction. Recognizing areas for improvement, such as conducting more comprehensive talent evaluations and enhancing clarity in organizational direction, emerged.

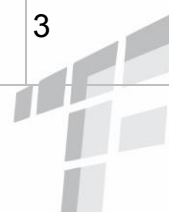
Additionally, a commitment to efficiently utilizing resources for company objectives was acknowledged, with a pledge to prioritize effective resource allocation in the future.

Moving forward, dedication is pledged to integrating these learnings, refining communication strategies, and optimizing resource utilization for greater success in achieving organizational goals.

#### **Assessment Criteria for Exit Level Outcome 4:**

- 4.1 Relationships are built through the provision and solicitation of unit-relevant information.
- 4.2 Communication processes that contribute towards building relationships are implemented both vertically and horizontally.
- 4.3 Team effectiveness and desired outcomes are achieved through partnership and information sharing.
- 4.4 Customer needs are interpreted and distilled through effective communication processes in order to ensure that relationships are sustained.

Action	Cluster No.	Summative Assessment No.
Build relationships through provision and solicitation of a unit.	1	1
Implement communication processes that contribute toward building relationships and achieve desired team effectiveness through partnership and information sharing.	1	2
Interpret and distill customer feedback through effective communication processes to ensure relationships are sustained.	4	3



While you completed these activities, what was your overall thoughts, what could you have done differently and what will you change in future?

Reflecting on activities involving building relationships, implementing communication processes, achieving team effectiveness through partnership, and interpreting customer needs, the experience was crucial for achieving desired outcomes.

I maintained a commitment to open communication and partnership, acknowledging their significance in meeting customer needs.

Identified areas for improvement include soliciting more proactive input from team members, promoting transparency, and prioritizing responsiveness to better address customer needs.

Moving forward, dedication is pledged to integrating these learnings, enhancing communication processes, and fostering stronger partnerships for success in relationship-building within the unit.

#### **Assessment Criteria for Exit Level Outcome 5:**

5.1 Risk in the unit is managed by considering the impact and likelihood of a variety of internal and external factors.

5.2 The intended outcomes of the unit are achieved by applying accepted principles and practices of financial management.

5.3 The intellectual assets of the unit are identified, developed and protected through the application of the principles of knowledge management.

5.4 The desired outcomes of the unit are achieved within an individual ethical framework and according to the value system of the entity.

<b>Action</b>	<b>Cluster No.</b>	<b>Summative Assessment No.</b>
Manage risk in a unit ensuring to consider the impact and likelihood of a variety of internal and external factors.	8	2,3
Achieve accepted principles and practices of financial management in accordance with the intended outcomes. Deliver work in time and budget.	5	4
Talent is identified, developed and protected through application of principles of knowledge management.	4	3
Achieve ethical behaviours in accordance with the value system of the organisation.	3	3



While you completed these activities, what was your overall thoughts, what could you have done differently and what will you change in future?

On completion of activities encompassing risk management, financial principles application, knowledge management, and ethical behaviour, the experience proved vital for unit success. Emphasis was placed on thorough risk assessment, financial best practices adherence, talent development, and ethical conduct alignment.

Identified areas for improvement include conducting more comprehensive risk assessments and enhancing budgeting and time management practices.

Moving forward, commitment lies in prioritizing knowledge sharing, skill development, and upholding ethical standards to ensure continued success and value creation within the company.

#### **Assessment Criteria for Exit Level Outcome 6:**

6.1 The acquisition and enhancement of skills is facilitated through people development processes.

6.2 Direction is given to first line managers on their possible career progression within the entity through coaching and other personal interaction.

6.3 The diversity in the team is recognised and harnessed in order to add value to team effectiveness.

Action	Cluster No.	Summative Assessment No.
Facilitate the acquisition and enhancement of skills through people development processes. Develop PDP's, give feedback on career progression within the entity by developing coaching plans and implementing.	4	3
Recognise diversity in the team and harness the value to add value to team effectiveness.	3	



While you completed these activities, what was your overall thoughts, what could you have done differently and what will you change in future?

In reflecting on facilitating skill acquisition, coaching first-line managers, and harnessing team diversity, a focus was placed on promoting growth and inclusivity.

However, it was acknowledged that there is room for improvement in providing more personalized development plans, clarifying career pathways, and leveraging diverse perspectives more effectively.

Moving forward, prioritization of these areas will be undertaken to foster a culture of continuous learning, support career progression, and enhance team effectiveness.

Learner Signature:

P. Bhani

Date: 06 March 2024

Assessor Signature:

Date:

Overall Feedback to Learner:

Moderator Signature:

Date:

