

SAQA ID 59201

NATIONAL CERTIFICATE: GENERIC MANAGEMENT

CLUSTER 8

**Accredited
course
information:**

Unit Standard ID

NQF Level

Credits

252032

5

8

Develop, implement and evaluate an operational plan

**Accredited
course
information:**

Unit Standard ID

NQF Level

Credits

252025

5

8

Develop, implement and evaluate a project plan

**Accredited
course
information:**

Unit Standard ID

NQF Level

Credits

252022

5

8

Monitor, assess and manage risk

LEARNER POE

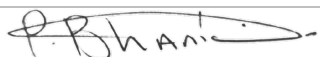


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PRE-ASSESSMENT MEETING CHECKLIST

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.

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

ASSESSMENT PLAN

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

Assessor: Some formatives may not have been aligned to the plan, because they address the embedded knowledge required for the Unit. The practical criteria linked to the EEK have been addressed in the summative assessment to gather evidence from the learner.

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		P. Bhanu		
Mentor/ Facilitator Name				Mentor/ Facilitator Signature				
Key to Methods	Obs	Observation	Q	Questioning	PE	Product Evaluation	LB	Logbook

ID 252032 - Develop, implement and evaluate an operational plan

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2 nd	3 rd
SO1: Develop operational strategies for a unit.								
1.1	The strategic plan of an entity is examined to determine the purpose of a unit in contributing to the achievement of the entity's strategy.	Summative 2	Practical Demonstration	PE				
1.2	Operational strategies for achieving the purpose of a unit are developed and recorded.	Summative 2	Practical Demonstration	PE				
1.3	The operational strategy of a unit is aligned with the overall strategy of an entity.	Summative 2	Practical Demonstration	PE				
1.4	A systematic process is followed to develop goals, objectives and performance standards that are clear, concise, measurable and achievable.	Summative 2	Practical Demonstration	PE				
1.5	Stakeholders are involved in the formulation of the goals, objectives and performance standards of a unit to obtain their commitment.	Summative 2	Practical Demonstration	PE				
SO2: Develop an operation plan for a unit.								
2.1	The operation plan is developed to transform the goals and objectives into tasks, responsibilities, time frames, performance measures, resource needs and contingencies.	Summative 2	Practical Demonstration	PE				
2.2	Measurable parameters are validated against customer and unit	Summative 2	Practical Demonstration	PE				

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2 nd	3 rd
	performance requirements.							
2.3	Monitoring systems are described in the operational plan to enable the measurement of progress and results against the performance standards.	Summative 2	Practical Demonstration	PE				
2.4	Feedback on the operational plan is obtained from team members to promote buy-in in the implementation of the plan.	Summative 2	Practical Demonstration	PE				
SO3: Implement an operational plan.								
3.1	The operational plan is implemented, with amendments where necessary, to meet the specified goals, objectives and performance standards.	Summative 2	Practical Demonstration	PE				
3.2	Optimal use of available resources is ensured during implementation to promote cost-effectiveness.	Summative 2	Practical Demonstration	PE				
3.3	The use of control measures by first line managers is encouraged in the areas of their responsibility.	Summative 2	Practical Demonstration	PE				
SO4: Monitor, measure and evaluate the achievement of goals and objectives.								
4.1	The performance of the unit is monitored against the goals, objectives and performance standards in the plan using established monitoring systems.	Summative 2	Practical Demonstration	PE				
4.2	Performance reviews are conducted to measure inputs and outputs of team members against the operational plan.	Summative 2	Practical Demonstration	PE				
4.3	Recommendations on corrective action are implemented with the agreement of the responsible first line managers.	Summative 2	Practical Demonstration	PE				
4.4	Results are evaluated in terms of the teams' contribution to the performance of a unit.	Summative 2	Practical Demonstration	PE				

ID 252025 - Monitor, assess and manage risk

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2 nd	3 rd
SO1: Demonstrate an understanding of potential risks to a unit.								
1.1	The concept of risk is explained with reference to accepted theory and practice.	Formative Topic 5 Summative 1	Knowledge	Q				
1.2	The factors that could constitute risks to a unit are identified and explained.	Summative 2	Practical Demonstration	PE				
1.3	The role of organisational policies and procedures are explained in relation to risk management.	Formative Topic 5 Summative 1	Knowledge	Q				
SO2: Identify potential risks and assess the impact thereof in a unit.								
2.1	Potential risk factors for critical processes in a unit are identified and documented.	Summative 2	Practical Demonstration	PE				
2.2	Possible scenarios that could constitute a risk are identified and documented.	Summative 2	Practical Demonstration	PE				



	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2 nd	3 rd
2.3	The possibility of each scenario occurring is evaluated and recorded for future use.	Summative 2	Practical Demonstration	PE				
2.4	An analysis is performed and documented to rate the impact of each scenario on a unit.	Summative 2	Practical Demonstration	PE				
2.5	Priorities resulting from the impact analysis are determined and documented for implementation in the event of the risk materialising.	Summative 2	Practical Demonstration	PE				
SO3: Develop contingency plans for managing risk.								
3.1	Contingency plans are developed and documented in accordance with the entity's policies and procedures.	Summative 2	Practical Demonstration	PE				
3.2	Contingency plans are communicated to relevant stakeholders in accordance with the entity's risk management procedures.	Summative 2	Practical Demonstration	PE				
3.3	Contingency plans are distributed and stored in accordance with the entity's risk management procedures.	Summative 2	Practical Demonstration	PE				
SO4: Test and revise contingency plans.								
4.1	Contingency plans are tested in accordance with the entity's risk management procedures.	Summative 2	Practical Demonstration	PE				
4.2	Recommendations on improvements to the contingency plans are documented in relation to the findings of the testing.	Summative 2	Practical Demonstration	PE				
4.3	Contingency plans are revised to incorporate recommendations from the testing in accordance with the entity's policies and procedures.	Summative 2	Practical Demonstration	PE				

ID 252022 - Develop, implement and evaluate a project plan

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2 nd	3 rd
SO1: Demonstrate an understanding of the potential risks to a unit.								
1.1	Project alternatives are considered in relation to their viability in achieving unit objectives.	Summative 2	Practical Demonstration	PE				
1.2	The decision on the preferred alternative is motivated in terms of viability, cost and results.	Summative 2	Practical Demonstration	PE				
SO2: Scope a work-based project for a unit.								
2.1	The scope of work and deliverables are defined in relation to the unit objectives.	Summative 2	Practical Demonstration	PE				
2.2	The principal work activities are determined that will be required to achieve the unit objectives.	Summative 2	Practical Demonstration	PE				
2.3	The potential risks are identified and analysed in relation to the likelihood of risks materialising.	Summative 2	Practical Demonstration	PE				
2.4	Change processes that are essential to project success are described in terms of their contribution to the	Summative 2	Practical Demonstration	PE				



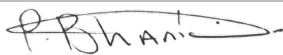
	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2 nd	3 rd
	project results.							
SO3: Develop a project plan.								
3.1	The overall objectives of the plan are described with reference to the achievement of unit objectives.	Summative 2	Practical Demonstration	PE				
3.2	The sponsor, project team and other stakeholders are described with their contributions to the project.	Summative 2	Practical Demonstration	PE				
3.3	A work breakdown structure (WBS) is developed to describe the main activities of the project and the interrelationship between them.	Summative 2	Practical Demonstration	PE				
3.4	The project activities required performance levels and quality criteria are stipulated and communicated to team members and other stakeholders to promote quality and effectiveness.	Summative 2	Practical Demonstration	PE				
3.5	The project plan is checked for accuracy, completeness and compliance with internal and external requirements.	Summative 2	Practical Demonstration	PE				
SO4: Develop tools to measure key performance parameters.								
4.1	A GANTT chart is developed for managing and evaluating the time dimension.	Summative 2	Practical Demonstration	PE				
4.2	A budget is developed for managing and evaluating the cost dimension.	Summative 2	Practical Demonstration	PE				
4.3	Quality parameters are developed for managing and evaluating quality.	Summative 2	Practical Demonstration	PE				
4.4	The measurement tools are communicated to team members to promote a common understanding of requirements.	Summative 2	Practical Demonstration	PE				
SO5: Implement the plan and evaluate project progress.								
5.1	Project implementation is monitored and evaluated against the plan, the stipulated performance criteria and quality requirements.	Summative 2	Practical Demonstration	PE				
5.2	Project results are monitored to establish progress and effectiveness.	Summative 2	Practical Demonstration	PE				
5.3	Deviations from the project plan are identified and analysed in order to take corrective action.	Summative 2	Practical Demonstration	PE				
5.4	Corrective actions are implemented to ensure the achievement of project objectives.	Summative 2	Practical Demonstration	PE				
5.5	Results are evaluated against the scope and objectives of the project.	Summative 2	Practical Demonstration	PE				



FORMATIVE ASSESSMENT

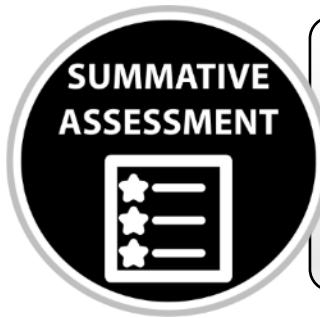


Learner Instruction: Please complete the following checklist to indicate that you have completed all the formative assessment activities required for your portfolio. These activities must have been completed on the DigiAssist System and evidence of each outcome pdf printed signed and placed behind this page.

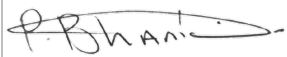
#	FORMATIVE ASSESSMENT ACTIVITY	TICK TO CONFIRM COMPLETION
1	Formative Assessment Activity 1	
2	Formative Assessment Activity 2	
3	Formative Assessment Activity 3	
4	Formative Assessment Activity 4	
5	Formative Assessment Activity 5	
6	Formative Assessment Activity 6	
7	Formative Assessment Activity 7	
8	Formative Assessment Activity 8	
Learner signature:		
Assessor signature:		
Moderator signature:		



SUMMATIVE ASSESSMENT ACTIVITIES



Learner Instruction: Please complete the following checklist to ensure that you have completed all the summative assessment activities. These activities should be completed in full and as per instructional video provided after the Cluster, ensure to have full understanding of what is required before attempting these activities.

#	<i>SUMMATIVE ASSESSMENT ACTIVITY</i>	<i>TICK TO CONFIRM COMPLETION</i>
1.	Summative Assessment Activity 1	
2.	Summative Assessment Activity 2	
Learner Signature:		
Assessor Signature:		
Moderator Signature:		



SUMMATIVE ASSESSMENT ACTIVITY 1: KNOWLEDGE ASSESSMENT



252025 SO1 AC 1, 3

EEK: 1, 2

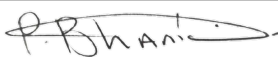
CCFO: 4, 5

Assessment Method: Questioning

INSTRUCTIONS: Use the method as explained in your POE Instructional Video from Cluster 1 to complete the questions.

1. What is risk? Explain the concept, referring to accepted theory and practice.
2. What role do organisational policies and procedures play in relation to risk management?
3. How does legislation relate the policies and procedures in relation to risk management?

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: PRACTICAL ASSIGNMENT



252032 SO 1 - 4

252022 SO 1 – 5

252025 SO1 AC 2, 3, SO 2 – 4

EEK: All

CCFO: All

Assessment Method: Product Evaluation

INSTRUCTIONS: Use the method as explained in your POE Instructional Video from Cluster 1 to complete the questions.

Special Instructions: This is a practical assignment and will require a week or two to complete. It involves the development of an operational plan integrated with a project plan and will require of you to develop or create professionally formatted documents to show that you can plan, execute and monitor the implementation of these plans. The implementation may be simulated, thus only showing on the documentation how you monitored the project with simulated dates.

Task 1

Do the following:

1. Obtain a copy of department/organisations strategic plan, examine the purpose of your department in achieving the strategy.
2. Develop a draft operational plan to achieve the department's purpose in achieving the departments strategy. The plan must include but is not limited to:
 - a. Operational strategies to achieve the purpose of the unit.
 - b. Be aligned to the overall business strategy.
 - c. Develop the goals, objectives, and performance standards to ensure that they are clear, concise, measurable, and achievable.
 - d. Include monitoring systems and validation of measurable parameters against performance requirements.
 - e. Risks that are foreseen, including the type, occurrence, impact, and contingency.
 - f. Resources that will be required.
 - g. Any other areas that need are of relevance to the plan and acceptance from management.
3. Arrange a meeting with management to discuss the drafted plan. Minute the meeting.
4. Make amendments to the plan if necessary.

5. Develop the amended plan in a formal document.
6. Develop schedule to implement the operational plan.
Ensure that the action plan includes all elements of tasks, responsibilities, time frames, performance measures, resource needs and contingencies.
7. Develop any monitoring and controlling document that will be needed to implement the plan.
8. Monitor and control the plan, through simulation – provide simulated dates times and measurements of what you may perceive would happen in a live scenario in your business unit.
9. Evaluate the achievement of goals and objectives.
10. Arrange a performance review of the team members. You may use the same performance review templates from Cluster 4.

Provide the following as evidence:

1. A professional documented Operational Plan.
2. Minutes of the meeting held that shows buy in from management.
3. All monitoring and controlling simulated documentation used to implement the plan, including the controlled schedule with planned and actual dates.
4. Performance review of unit and team members.

Task 2

Do the following: Using information gathered and developed from Task 1.

1. Develop a scope of work.
2. Define all the deliverables in a hierarchical WBS.
3. Develop a gnatt chart from the action plan, ensure to create all necessary relationships between tasks.
4. Create a hierarchical organisational structure relative to the operational plan.
5. Create a budget for the Operational Plan.
6. Develop a change control process.
7. Arrange a meeting with all team members to discuss the work that needs to be performed to ensure understanding. Minute the meeting.

Provide the following as evidence: These items may all be collectively put together in one document. Visit www.pmdocs.co.za for suitable templates to use.

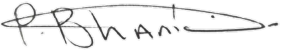
1. A project plan that includes all elements included in No. 1 – 6 above.
2. Minutes of the meeting held with team members that documents their understanding of what is required.

Task 3

Do the following:

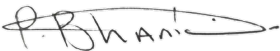
1. Extract the risks from the Operational Plan in Task 1.
2. Develop a risk assessment document that includes but not limited to:
 - a. How the risk factors of the unit played a role in relation to organisational policies and procedures.
 - b. How the risks could be tested against the contingency plans.
 - c. How the risks could be revised to incorporate recommendations.

Feedback to Learner:

VACS Assessment of Evidence	V	A	C	S
Result of First Assessment	C	NYC	Date	
Result of Second assessment	C	NYC	Date	
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

To be completed by the Assessor.

Assessor it is important to provide the learner with direction, development, and growth. Observation during the process will assist in completing this for the learner. Take note of time management, self-esteem, confidence, organisation, self-management and discipline.

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

Assessor Signature	
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PBhanu