***SUMMATIVE ASSESSMENT ACTIVITY 1: PRACTICAL ASSIGNMENT***

1. **Job Analysis for First Line Manager Position:**

**Position Title:** First Line Manager

**Department:** Cappayments

**Reports To:** Caron Elferink, Department Manager

**Job Summary:** The First Line Manager within the Cappayments department is responsible for overseeing daily operations, managing a team of programmers, and ensuring productivity targets are met. This role involves coordinating workflow, providing guidance and support to the programming team, and resolving any operational issues that arise.

**Key Responsibilities:**

1. Supervise and coordinate the activities of the programming team.
2. Set performance goals and objectives for the programmers.
3. Monitor programmer productivity and performance.
4. Train and develop programmers to enhance their skills and capabilities.
5. Resolve conflicts and address programmer concerns.
6. Ensure compliance with company policies and procedures within the programming team.
7. Collaborate with other departments to optimize processes and achieve organizational goals.
8. Prepare reports and updates for Caron Elferink, the Department Manager.

**Qualifications:**

* Bachelor's degree in Computer Science, Software Engineering, or a related field.
* Previous experience in a supervisory or managerial role, preferably in a software development environment.
* Strong leadership and communication skills.
* Ability to understand technical concepts and communicate effectively with programmers.
* Knowledge of programming languages and development methodologies.

1. **Email to Human Resources:**

Subject: Validation of First Line Manager Job Description

Dear Mosima

I hope this email finds you well. I have attached the Job Description for the First Line Manager position within the Cappayments department. Kindly review it and provide your feedback and validation at your earliest convenience.

Looking forward to your response.

Best regards,

Philasande Bhani

0782141216

pbhanina@cappayments.co.za

Attachment: First Line Manager Job Description

1. **Recruitment Plan for First Line Manager Position:**
   1. **Job Announcement:**
      1. Distribute an internal announcement via email to all employees outlining the vacancy and inviting qualified candidates to apply.
      2. Include information about the position, qualifications required, and the application process.
      3. Encourage employees to refer potential candidates from within the organization.
   2. **Internal Job Posting:**
      1. Post the job vacancy on the company's intranet or internal job board.
      2. Specify the deadline for submitting applications and provide instructions for applying.
   3. **Employee Referral Program:**
      1. Promote the company's employee referral program to encourage existing employees to refer qualified candidates for the First Line Manager position.
      2. Offer incentives or rewards for successful referrals that lead to hiring.
   4. **Talent Review Meetings:**
      1. Review internal talent pools and identify potential candidates for promotion or lateral moves into the First Line Manager role.
      2. Discuss the career development aspirations of employees and identify individuals who may be suitable for advancement.
   5. **Communication and Engagement:**
      1. Communicate transparently with employees about the selection process and timeline.
      2. Provide opportunities for interested candidates to ask questions or seek clarification about the role.
      3. Ensure that all communication channels are accessible to employees, including email, intranet, and company meetings.
   6. **Evaluation and Selection:**
      1. Assess applicants based on their qualifications, experience, and performance history within the organization.
      2. Conduct interviews and assessments to evaluate candidates' suitability for the First Line Manager role.
      3. Ensure fairness and objectivity in the selection process to uphold the company's values and promote equal opportunities for all employees.
   7. **Feedback and Follow-Up:**
      1. Provide feedback to all internal applicants, whether they are successful or not, to support their career development and growth.
      2. Follow up with selected candidates to finalize the hiring process and facilitate a smooth transition into the new role.
      3. Maintain open communication with all stakeholders throughout the recruitment process to address any concerns or questions promptly.
2. **Action Plan for Recruitment and Selection Process:**

**Identify Vacancy:**

Review organizational needs and identify the need for a First Line Manager within the Cappayments department. Confirm the approval and budget for hiring internally.

**Job Analysis and Description:**

Conduct a comprehensive job analysis to define the responsibilities, qualifications, and requirements for the First Line Manager position. Develop a detailed job description outlining the key duties, qualifications, and reporting structure.

**Internal Announcement:**

Draft an internal announcement email to notify all employees about the vacancy and encourage internal applications. Include details about the job role, qualifications required, and the application process.

**Application Review:**

Collect and review applications from internal candidates who express interest in the First Line Manager position. Screen applications based on alignment with job requirements and qualifications.

**Interview Process:**

Schedule interviews with qualified internal candidates to assess their suitability for the role. Develop interview questions tailored to evaluate candidates' skills, experience, and fit for the position.

**Selection Decision:**

Evaluate interview performance, qualifications, and potential for growth to make an informed selection decision. Consult with relevant stakeholders, including department heads and HR, to finalize the selection.

**Offer and Onboarding:**

Extend a formal job offer to the selected internal candidate for the First Line Manager position. Coordinate with HR to complete necessary paperwork and facilitate the onboarding process. Provide support and resources to ensure a smooth transition into the new role.

**5. Spreadsheet for Applicant Tracking:**

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**6. Shortlisted Candidates:**

1. Themba Zwane
2. Michael Davis
3. Robert Johnson

**7. Interview Forms:**

**Pending.**

**8. Email to Applicants:**

Subject: Interview Invitation for First Line Manager Position

Dear Themba Zwane,

We are pleased to inform you that you have been shortlisted for the interview for the First Line Manager position within the Cappayments department. Please find attached the details of the interview along with the required documents for your reference.

Looking forward to meeting you on 15 January 2024.

Best regards,

Philasande Bhani

0782141216

Attachment: Interview Details

**9. Communication with Applicant:**

Subject: Re: Interview for First Line Manager Position

Dear Themba Zwane,

Thank you for your response. We understand your scheduling conflict for the interview date and time. We would be happy to arrange an alternative time that suits you. Please let us know your availability so we can accommodate accordingly.

Looking forward to hearing from you.

Best regards,

Philasande Bhani

0782141216

**10. Spreadsheet/Database of Applicants:**

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**11. Email to HR for Authorization:**

Subject: Authorization for Hiring First Line Manager

Dear Mosima,

I am pleased to inform you that we have identified a suitable candidate for the First Line Manager position within the Cappayments department. I have attached the necessary documentation for your review and authorization.

Looking forward to your approval.

Best regards,

Philasande Bhani

Attachment: Candidate's Details

**12. Email Confirmation to Candidate:**

Subject: Confirmation of Employment Offer

Dear Themba Zwane,

I am delighted to extend an offer of employment for the First Line Manager position within the Cappayments department at Dashpay. Please find attached the formal offer letter and relevant details for your review and confirmation.

We are excited to have you join our team and look forward to your positive response.

Best regards,

Philasande Bhani

0782141216

Attachment: Offer Letter

**13. Brief Synopsis of Legislation:**

The recruitment and selection process are governed by various legislations such as the Equal Employment Opportunity Act, which prohibits discrimination based on factors like race, gender, religion, etc. Additionally, the Fair Labour Standards Act sets guidelines for minimum wage, overtime pay, and child labour. It is essential to adhere to these laws to ensure a fair and legal recruitment process.

***SUMMATIVE ASSESSMENT ACTIVITY 2: PRACTICAL ASSIGNMENT***

**1. Training Needs Analysis:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employee Name | Leadership | Communication | Problem-solving | Technical Skills | Teamwork |
| Themba Zwane | 4 | 3 | 4 | 4 | 4 |
| Philasande Bhani | 3 | 4 | 3 | 3 | 4 |
| Lufuno Mulaudzi | 2 | 3 | 2 | 3 | 2 |
| Nelisiwe Zondi | 3 | 2 | 3 | 2 | 3 |
| Katlego Nkuna | 4 | 4 | 4 | 4 | 3 |

**2. Training Needs Analysis Report:**

[Your Company Letterhead]

Date: 15 January 2024

To: Caron Elferink

Subject: Training Needs Analysis Report

Dear Caron Elferink,

I am pleased to present the Training Needs Analysis report for the team consisting of Themba Zwane, Philasande Bhani, Lufuno Mulaudzi, Nelisiwe Zondi, and Katlego. Below are the findings and recommendations based on the analysis:

**Executive Summary:**

The analysis aimed to identify the training needs of the team members in various competencies such as leadership, communication, problem-solving, technical skills, and teamwork.

**Findings:**

Themba Zwane demonstrates strong leadership and teamwork skills but needs improvement in communication and technical skills.

Philasande Bhani excels in communication and teamwork but requires development in leadership and problem-solving.

Lufuno Mulaudzi shows potential in problem-solving and technical skills but needs support in leadership and teamwork.

Nelisiwe Zondi struggles with communication and technical skills and could benefit from training in leadership and teamwork.

Katlego exhibits strong leadership and technical skills but needs to enhance communication and teamwork abilities.

**Recommendations:**

Provide communication workshops for Themba Zwane, Nelisiwe Zondi, and Katlego to improve their verbal and written communication skills.

Offer leadership development programs for Philasande Bhani, Lufuno Mulaudzi, and Nelisiwe Zondi to enhance their ability to lead and motivate teams.

Implement problem-solving training for Philasande Bhani and Lufuno Mulaudzi to help them overcome challenges and make informed decisions.

Conduct technical skills workshops for Themba Zwane, Lufuno Mulaudzi, Nelisiwe Zondi, and Katlego to enhance their proficiency in relevant tools and technologies.

Organize teamwork training sessions for all team members to foster collaboration and effective teamwork.

**Conclusion:**

Addressing the identified training needs will contribute to the professional development and performance improvement of the team members. By investing in targeted training interventions, we can enhance their skills and competencies, leading to increased productivity and effectiveness in their roles.

Please review the report, and I welcome any feedback or additional insights you may have.

Thank you for your attention to this matter.

Sincerely,

Philasande Bhani

Software Developer

**3. Email Confirmation with Manager:**

Subject: Discussion on Training Needs Analysis Report

Dear Caron Elferink,

I hope this email finds you well. I have completed the Training Needs Analysis report for the team, focusing on identifying areas for skill development and training interventions. I would like to schedule a discussion with you to review the findings and recommendations outlined in the report. Please let me know a convenient time for you.

Looking forward to our discussion.

Best regards,

Philasande Bhani

**4. Completed PDP for Employee:**

**Employee Details:**

Name: Themba Zwane

Position: Analyst

Department: Data Analysis

Date: February 13, 2024

**Goals:**

* 1. Improve Communication Skills:

Objective: Enhance verbal and written communication abilities to effectively convey ideas and information.

**Action Steps:**

Attend communication workshops or seminars.

Practice active listening and seek feedback from colleagues.

Set aside time for daily reading and writing exercises.

* 1. Develop Leadership Skills:

Objective: Acquire leadership competencies necessary for future career advancement.

**Action Steps:**

Participate in leadership training programs or courses.

Seek mentorship from experienced leaders within the organization.

Take on leadership roles in team projects or initiatives.

* 1. Enhance Technical Proficiency:

Objective: Strengthen technical skills relevant to the role of an Analyst.

**Action Steps:**

Enrol in technical training courses or certifications.

Utilize online resources and tutorials to practice technical concepts.

Collaborate with peers on technical projects to gain hands-on experience.

**Timeline:**

Communication Skills: February 15, 2024 - May 15, 2024

Leadership Skills: March 1, 2024 - June 30, 2024

Technical Proficiency: February 20, 2024 - July 31, 2024

**Success Indicators:**

Improved feedback from colleagues and supervisors regarding communication effectiveness.

Demonstrated leadership abilities in team projects or cross-functional initiatives.

Enhanced technical performance metrics and successful completion of technical projects.

**Review and Feedback:**

Regular check-ins with supervisor to discuss progress and address any challenges.

Solicit feedback from colleagues and peers to gauge improvement and identify areas for further development.

Signature:

Themba Zwane February 13, 2024

**5. Action Plan:**

**Action Plan for Themba Zwane's Personal Development:**

**Objective:** Enhance skills in communication, leadership, and technical proficiency to excel in the role of an Analyst.

**Action Steps:**

1. **Communication Skills Development:**
   * Attend "Effective Communication" workshop organized by HR - March 1, 2024
   * Set aside 30 minutes daily for reading and writing exercises - February 15, 2024 onwards
   * Seek feedback from colleagues on communication effectiveness - Ongoing
2. **Leadership Skills Development:**
   * Enrol in "Leadership Essentials" online course - March 15, 2024
   * Schedule bi-weekly mentoring sessions with senior Analyst - March 1, 2024 onwards
   * Lead a small project team for the upcoming data analysis project - April 1, 2024
3. **Technical Proficiency Enhancement:**
   * Complete "Advanced Data Analysis Techniques" certification program - June 30, 2024
   * Participate in monthly technical skill-sharing sessions with Data Analysis team - March 15, 2024 onwards
   * Collaborate with peers on a challenging data analysis project - May 1, 2024

**Timeline:**

* February 15, 2024 - July 31, 2024

**Responsibility:**

* Themba Zwane

**Progress Tracking:**

* Monthly check-ins with supervisor to review progress and adjust action plan if necessary.

**Potential Challenges:**

* Balancing workload with personal development activities.
* Adapting to new learning methods and environments.

**Contingency Plan:**

* Prioritize action steps based on workload and adjust timelines if necessary.
* Seek support from colleagues or supervisor if facing challenges with specific action items.

**Success Criteria:**

* Positive feedback from colleagues and supervisors on improved communication, leadership, and technical skills.
* Successful completion of training programs and certification courses.
* Demonstrated application of newly acquired skills in project work and day-to-day tasks.

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Themba Zwane February 13, 2024

**6. Synopsis:**

a. Human Resources Development: HR plays a crucial role in identifying and addressing training needs to enhance employee performance and productivity. By investing in training and development initiatives, HR contributes to building a skilled and competent workforce, which is essential for organizational success.

b. Legal Frameworks: Compliance with legal frameworks such as the National Qualifications Framework (NQF), Skills Development Act (SDA), and Employment Equity Act (EEA) ensures that training interventions are aligned with regulatory requirements and promote equal opportunities for skills development. These frameworks provide guidelines for planning and implementing training programs, ensuring fairness and transparency in the process.

c. Learning Culture: Fostering a learning culture within the organization promotes continuous learning and development among employees. By providing access to training opportunities and encouraging knowledge sharing, organizations create an environment where employees can grow and thrive. This promotes lifelong learning and supports the organization's ability to adapt to changing business needs and industry trends.

***SUMMATIVE ASSESSMENT ACTIVITY 3: PRACTICAL ASSIGNMENT***