

FORMATIVE ASSESSMENTS WORKBOOK

Unit Standard 119668

Activity 1 (SO1, AC1)

This is a group activity

Answer the following self-check questions in the spaces provided:

1. It appears that Alice lacks:

For more information about the study, please contact Dr. [REDACTED] at [REDACTED].

2. What are the implications of this for a company?

3. What are the implications of this for a manager?

Activity 2 (SO1, AC1)

Analyse the following objectives. Are they SMART?

1. To achieve customer satisfaction.

2. To produce acceptable machine outputs by 1 July.

3. Treble company profit in six years.

4. To understand what makes customers tick.

5. To increase the number of calls made per representative from the current six, to eight per day by June 30.

Activity 3 (SO1, AC1)

This is an individual activity

Write a goal statement for your business idea

For more information about the study, please contact Dr. [REDACTED] at [REDACTED].

Write an objective statement. Ensure that the objectives are SMART.

Activity 4 (SO1, AC2)

This is a group activity

Discuss the work that has to be done in one learner's business idea. Draw up task lists, prioritise the tasks and allocate the tasks to employees.

Activity 5 (SO1, AC2)

This is an individual activity

Describe the work that has to be done in your business. Draw up task lists, prioritise the tasks and allocate the tasks to employees.

Activity 6 (SO1, AC3)

This is a group activity

Discuss the legal, safety and risk issues involved in one learner's business idea. List these issues.

Activity 7 (SO1, AC3)

This is an individual activity

List the legal, safety and risk issues involved in your business idea.

Activity 9 (SO1, AC1-4)

This is a group activity.

Develop an action plan for one learner's business idea. Make sure that the action plan includes the following:

- ✓ A list of goals, objectives and activities, as well as timeframes for the achievement of these.
 - ✓ Business concepts as outlined in the business plan are integrated into action plan and a task list compiled accordingly
 - ✓ Includes the legal issues, safety regulations and risk factors
 - ✓ Roles and responsibilities are explained and assigned in order to effectively execute business activities

Activity 10 (SO1, AC1-4)

This is an individual activity.

Develop an action plan for your business idea. Make sure that the action plan includes the following:

- ✓ A list of goals, objectives and activities, as well as timeframes for the achievement of these.
 - ✓ Business concepts as outlined in the business plan are integrated into action plan and a task list compiled accordingly
 - ✓ Includes the legal issues, safety regulations and risk factors
 - ✓ Roles and responsibilities are explained and assigned in order to effectively execute business activities

Activity 11 Legislation

This is a group activity.

Discuss the purpose of the following Acts:

The Basic Conditions Of Employment Act, 75, Of 1997 As Amended
Skills Development Act, 97 Of 1998
The Protected Disclosures Act, 26 Of 2000
No. 130 of 1993: Compensation for Occupational Injuries and Diseases Act No 130 of 1993
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Activity 12 Health and safety

This is an individual activity

Name three unsafe acts that you have noticed in a work environment and what you did about them.

Distinguish between unsafe acts and conditions. Tick the appropriate box:

Example	Act	Condition
Using petrol to light a fire.		
Tools and equipment in poor state.		
A tree branch overhanging a power line.		
Worn tyres on a bus.		
Driving a bus with worn tyres.		
A swarm of angry bees in a tree outside the office.		
Disturbing the bees.		
Taking medicine of which the expiry date has lapsed.		
Storing paraffin in a "Sprite" bottle.		
Having casual sex without using a condom.		
A faulty electric appliance.		

Activity 13 Health and safety

This is a group activity

Look at the picture on the next page. List the unsafe acts and conditions. Write down all improvements that you would make in terms of health, hygiene, environmental friendliness and safety.



Activity 14 (SO2, AC1-4)

This is an individual activity

List all the important resources that you are going to need to for your business

Find out what the resources will cost. Which of these resources will you be able to afford? Prioritise the resources, explaining how the resources will contribute to the effectiveness of your business – in other words, why did you prioritise the resources as you did.

No business owner has all the knowledge and skills that are needed. Explain where and why you will seek advice from outside sources to complement your competencies.

Activity 15 Time management self-assessment

Self-assessment: Time behaviour

Consider the factors below in the table on the next page and circle the number that best represents the way you behave.

1.	For me success depends upon driving hard for results. I set myself goals and I drive hard to achieve deadlines.	1 2 3 4 5	For me success depends upon many factors apart from my goals.
2.	I often do many things at the same time.	1 2 3 4 5	I always focus on one thing at a time.
3.	I prefer my work to be measured by quantity.	1 2 3 4 5	I prefer my work to be measured by its quality.
4.	I am seen as confident and self-assured. I believe it is an important part of my personality.	1 2 3 4 5	Although I feel confident and self-assured I am not always seen this way.
5.	I get most satisfaction from achieving things which will give me a better future.	1 2 3 4 5	I get most satisfaction from achieving things that will give me a better present.
6.	I am very competitive and often challenge people, ideas and decisions.	1 2 3 4 5	I don't feel particularly competitive and I rarely challenge people, ideas and decisions.
7.	I often feel aggressive and have to control my hostile feelings.	1 2 3 4 5	I tend sometimes to be a bit non-assertive.
8.	I often become impatient with people and interrupt them.	1 2 3 4 5	I am patient with people and allow them time to finish what they are saying.
9.	I have difficulty relaxing and if I do I sometimes feel guilty.	1 2 3 4 5	I have no difficulty at all relaxing and I never feel guilty about it.
10.	I often feel the pressure of time and deadlines.	1 2 3 4 5	I very rarely feel the pressure of time and deadlines.

Add your score and look at the table below

Score	Meaning
10 – 14	You are a clear Type A.
15 – 24	You have a strong tendency towards Type A.
25 – 35	You have characteristics of A & B.
36 – 45	You have a strong tendency towards Type B.
46 – 50	You are a clear Type B.

Type A behaviour

is typical of people who are inclined to meet their problems and work load at a "work control" level. They tend to accept more than they can handle and prefer to do the work themselves rather than delegate. They tend to resist any form of planning because they perceive this to be a waste of time. Often the end result is that Type A people are generally submerged in their work and often try very hard to keep on top of things. Poor time management techniques, crises and fire-fighting are all part of a days work. Type A people rarely identify the most important aspects of their work and they tend not to prioritise.

Type A tendency is an orientation towards the volume of work, therefore quantity is more important than quality. Often getting the job finished is more important than getting the job finished well. There might be a sense of under achievement due to settling for lower quality goals. This can also affect the solutions to problems and the richness of ideas.

A further development area is the need to be sensitive and appreciate the contribution of other people. Type A are often very independent and driven to be concerned with the interpersonal side of relationships.

The Type A person might not be a satisfied worker as there are submerged frustrations and possibly emotions, which impede effective, efficient and consistent performance.

Type B behaviour

is typical of people who tend to meet problems and work load at an under-achievement level. The drive for output is lower compared with Type A. Type B tends to organize and screen workload so that they are seldom placed under pressure. Complacency can become a major negative factor. Often due to a lower workload pressure there is little need to plan. Type B appears to have more time than required and often tend to waste time or procrastinates. A lack of pressure could lead to disorganization at a personal level, rather than neatness and organisation.

Type B tend to be quality focused, numbers are less important to them.

Often Type B is too broad in outlook and this can impact the practicality and relevance of ideas and solutions. This can lead to under-achievement.

Take a moment to answer the following to highlight further time behaviour

		Yes - always	Sometimes	No - never
1.	Are you spending your time the way you really want to?			
2.	Do you feel stressed and obliged to do things you don't want to?			
3.	Do you get a feeling of self-satisfaction and achievement from your work?			
4.	Do you work long hours? How many per day?			
5.	Do you take work home in the evenings and over weekends?			
6.	Is your job fun?			
7.	Do you spend enough time with family and loved ones?			
8.	Do you make time to keep fit and healthy?			
9.	Do you take holidays and long weekends?			
10.	Do you have sufficient leisure / hobby time?			

From the above assessment, you will be able to determine whether you are leaving enough leisure time for yourself and your family. If you are not, make a list of things you can do to improve this.

Things I can and want to do to improve self-management

Do You Procrastinate?

Consider each of the items below and circle the number, which represents your particular behaviour. Remember there are no right or wrong answers. The purpose of the questionnaire is to give you an insight into your behaviour so that you can change if you need to.

1.	I always clean and tidy my desk whenever I have to start a difficult job	1 2 3 4 5	Whenever I start a difficult job I rarely feel the need to clear and tidy my desk
2.	When a job is going well I often doubt whether I will be able to complete it well	1 2 3 4 5	I am always confident that I will be able to produce a good job
3.	I am often guilty of delaying putting a plan into action		I never delay putting a plan into action
4.	I tend to "socialise" more than most at work	1 2 3 4 5	All the things I do at work are focused on getting the job done. I keep "socialising" at work to a minimum
5.	I always have to concentrate hard and discipline myself to get a job started	1 2 3 4 5	I start jobs easily
6.	On occasions I have avoided unpleasant, difficult unfamiliar or emotionally draining jobs	1 2 3 4 5	If I am faced with unpleasant, difficult unfamiliar or emotionally draining jobs I get on without delay
7.	I often put off important jobs in favour of doing less important jobs	1 2 3 4 5	I never put off important jobs and start immediately
8.	I often delay jobs because I fear I will make a mistake	1 2 3 4 5	I never delay a job due to fear of failure
9.	When I miss a deadline it is usually because I have delayed on a job	1 2 3 4 5	I rarely miss deadlines because of my delay
10 .	I often leave difficult jobs to the last minute	1 2 3 4 5	I generally plan my jobs in advance and I normally do all the important work early when I am at my best

Add your score and look at the table below

Score	Meaning
10 – 14	You are very prone to procrastination and your performance is being impaired
15 – 24	You have a strong tendency to procrastinate and work below your potential

25 – 35	You are fully aware of your tendency to procrastinate and you probably work hard to keep it under control and perform to your potential
36 – 45	Your level of procrastination is low
46 – 50	You are procrastination free!!

My improvement area.....

Activity 16: (S03, AC1-6)

This is an individual activity

Now that you know where you waste time and what your improvement areas are, explain why you have to schedule your own business activities. Motivate your explanation by giving examples of your improvement areas.

Refer back to the previous activities and draw up a list of priorities for everything that still has to be done. Make sure that you schedule your activities with time frames. Account for interruptions and build these into your schedule. Monitor your schedule daily and present to your facilitator as proof.

Also make sure that private and business time is balanced to ensure overall personal productivity

Time management schedule: Name:

Actions...	By...	Done (add tick)

Activity 17 (SO4, AC 1-2)

This is a group exercise

How is productivity measured? Give an example

Explain what is meant by: inputs are measured in terms of costs and the production manager will strive to keep these costs as low as possible.

Explain what is meant by: As an alternative, the production manager will attempt to produce an output which is as high as possible, while keeping costs constant.

Explain what is meant by: the production manager can make a direct contribution to the profits of the enterprise.

Explain how untrained and inexperienced staff can negatively influence productivity.

Explain how outdated equipment and machinery can negatively influence productivity

Explain how employees' low morale and motivation can negatively influence productivity.

Explain how factory layout can have a positive effect on productivity.

Explain how the maintenance of machinery and equipment can have a positive effect on productivity.

Explain how the nature and quality of raw materials can have a positive effect on productivity

Explain how the careful selection and placement of workers can have a positive effect on productivity.

Explain how the length of work day can have a positive effect on productivity.

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Explain how to measure productivity by measuring the efficiency of the purchasing function.

Explain how to measure productivity by measuring the production process.

Explain how to measure productivity by using the marketing function.

Activity 18 (SO4, AC 2-5)

This is an individual activity. Discuss the following for your own business ideas:

What would the inputs and outputs be for your business?

Inputs	Outputs

How will you measure productivity?

Which factors do you think will influence productivity negatively?

Which factors do you think will have a positive influence on productivity?

How will you improve productivity for your business?

How and when will you monitor productivity in your business?

Identify a possible problem that could occur in your business. Explain what measures you will take to continuously improve productivity in your business.

Activity 19 (SO5, AC1-2)

This is a group activity

Define quality

What is the difference between quality control and inspection?

Explain the following statement: Quality control does not only apply to the quality of the completed product or service

Describe the process of quality control

For more information about the study, please contact Dr. John Smith at (555) 123-4567 or via email at john.smith@researchinstitute.org.

Explain what Total Quality Control is

Describe the risks and consequences of not adhering to quality procedures for any learner's business

Activity 20 (SO5, AC1-2)

This is an individual activity

Identify the quality requirements for your business

Write a quality control procedure for your business idea. Explain how you will control, monitor and evaluate the quality control procedure.

Compile an example of a quality report you would expect from one of your employees