

Portfolio of Evidence

SAQA ID: 57712

SKILLS PROGRAMME 2

Planning



Growing People...Building Talent...Creating Leaders

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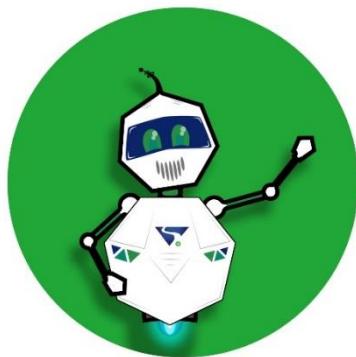
Learner Full Name	Storm Jamie Paiva
Learner ID Number	020507601585
Group Name/Company	Omoda
Contact Number	0744846754
Email Address	Joelpaiva112233@gmail.com

This Skills Programme is accredited with the following Unit Standards

US TYPE	US ID	US TITLE	LEVEL	CREDITS
Fundamental	12153	Use the writing process to compose texts required in the business environment	4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	4	5
Core	242811	Prioritise time and work for self and team	4	5
Core	242817	Solve problems, make decisions and implement solutions	4	8
Core	242822	Employ a systematic approach to achieving objectives	4	10
TOTAL CREDIT VALUE				38



Instructions



- This is an electronic PoE and as such cannot be printed or submitted in hardcopy.
- Kindly complete all information electronically including your signature.
- All questions are given enough space for you to complete your answers, should you run out of space kindly write your answer on a separate word document and pdf this document before sending. ENSURE the following is clear on the document;
 - Name & surname,
 - ID,
 - Skills Programme number and Name,
 - Question number
- Once completed please save your document as follows and submit to your ETQA Representative.
Your Name – GM4 – SP2 – PoE
- All evidence must be your own work.
- Complete the declaration of authenticity and reference list
- Sign every page

List of Project and ETQA Representatives at The Learning Organisation and their contact information:

Project Representative	ETQA Representative
Confidence Minyuku – confidence@tlo.co.za	Thobile Simelane – thobile@tlo.co.za
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Signature

Pre-Assessment Preparation Sheet

This document serves to orientate and prepare you in the assessment(s) that you are about to embark in. It is a map that informs you of the steps involved in the assessment process and will allow you to prepare for your assessment(s), helping to set you at ease, and give you the best opportunity for success.

This document MUST be completed by the Learner and reviewed of the Assessor / Facilitator /Project Lead conducting the Pre-Assessment Process:

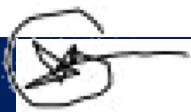
Programme	SP2 Planning		
Unit Standards	12153, 119459, 119469, 242811, 242817, 242822		
Venue of Pre-Assessment Meeting	TLO	Date	Tuesday, 15 April 2025
Learner Full Name	Storm Jamie Paiva		
Learner ID	0205076015085		
Facilitator Full Name	Jan Hendrick Bothma		
Assessor Full Name		Assessor Number	
Moderator Full Name		Moderator Number	

Please read the discussion points below. Tick yes, indicating that you have read and understand the information provided. Please contact your Project Lead if you do not understand or need additional information on any of the points below:

Please take note of the following discussion points:	I have read and understand the information provided:	
	Yes/No	Comments
1. Were you welcomed and made to feel at ease?	Yes	Enter text.
2. Was the purpose and objectives of the briefing explained?	Yes	Enter text.
3. Was the Assessment process and principles of good assessment is explained?	Yes	Enter text.
4. Has the purpose of the assessment been explained to me? (The purpose is to determine and recognise my competence against the unit standards in this qualification)	Yes	Enter text.
5. I understand the roles and responsibilities of all parties involved in the assessment i.e. learner, assessor and moderator.	Yes	Enter text.
6. Were you informed of your rights, appeal process and reassessment policies?	Yes	Enter text.



Please take note of the following discussion points:	I have read and understand the information provided:	
	Yes/No	Comments
7. I will communicate any special or particular needs that may affect my performance during the assessment.	Yes	Enter text.
8. I am aware that all evidence has to be valid, authentic, reliable, current and sufficient.	Yes	Enter text.
9. I know that I have to complete all sections of this PoE and sign all sections where requested.	Yes	Enter text.
10. The assessor will evaluate the evidence submitted in my PoE against the Unit Standard, Specific Outcomes and their associated Assessment Criteria,	Yes	Enter text.
11. The submission date of the PoE has been communicated to me (<i>fill in date on the right hand side here</i>)	Yes	Date: Tuesday, 15 April 2025
12. The Assessor will provide feedback no later than 1 month after the submission date.	Yes	Enter text.
13. If the assessor identifies evidence requirements that I have not met, two opportunities for re-assessment will be provided	Yes	Enter text.
14. I understand the recordkeeping and reporting of results.	Yes	Enter text.

Declaration of Understanding statement:	Yes / No
1. I understand the importance of the Programme/Learnership	Yes
2. I declare that the above-mentioned points of the pre-assessment document were explained by the Assessor/Facilitator/Project Lead	Yes
3. I declare that I have received copies of the qualification, assessment plan, assessment schedule and copies of the relevant policies and procedures pertaining to my assessment	Yes
4. I have read the above and understood the contents thereof	Yes
5. I was given the opportunity to clarify any issues relating to the assessment process and my assessment plan	Yes
6. I have requested this assessment in accordance with my own free will and without duress	Yes
Learner Signature	 Date Tuesday, 15 April 2025
Facilitator Signature	Date Tuesday, 15 April 2025
Assessor Signature	Date
Moderator Signature	Date



Assessment Plan

Use the assessment plan to write down the dates on which you plan to meet specific targets. This document MUST be completed by the learner and reviewed Assessor / Facilitator / Project Lead conducting the Pre-Assessment Process:

Programme	SP 2 Planning		
Unit Standards	12153, 119459, 119469, 242811, 242817, 242822		
Learner Name	Storm Jamie Paiva		
Learner ID Number	0205076015085		
Facilitator Name	Jan Hendrick Bothma		
Assessor Name		Assessor ID	
Action	Planned Date	Actual Date	Comments
1. Read and sign Assessment Preparation Sheet.	Tuesday, 15 April 2025	Tuesday, 15 April 2025	Click or tap here to enter text.
2. Complete the formative assessments.	Thursday, 17 April 2025	Wednesday, 16 April 2025	Click or tap here to enter text.
3. Complete the reflection.	Thursday, 17 April 2025	Thursday, 17 April 2025	Click or tap here to enter text.
4. Complete the summative assessment activities i.e. knowledge questionnaire and practical activities.	Thursday, 17 April 2025	Click or tap to enter a date.	Click or tap here to enter text.
5. Complete the Assessment Activities Checklist in the Learner Portfolio of Evidence Guide	Thursday, 17 April 2025	Click or tap to enter a date.	Click or tap here to enter text.

6. Complete the Learner's Review of the Assessment Process in the Learner Portfolio of Evidence Guide	Thursday, 17 April 2025	Click or tap to enter a date.	Click or tap here to enter text.
7. Submit the PoE	Thursday, 17 April 2025	Click or tap to enter a date.	Click or tap here to enter text.
I, the learner, hereby agree to the above plan and to commit to preparing for the assessment and submitting the specified documents (in my Portfolio of Evidence) on the dates specified.			
Learner Signature		Date	Tuesday, 15 April 2025
Facilitator Signature		Date	Tuesday, 15 April 2025
Assessor Signature		Date	
Moderator Signature		Date	



Signature

Assessment Strategy/Matrix

Unit standard Title: 242822 – Employ a systematic approach to achieving objectives		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Identifying and developing objectives.	SO 1	FA 9	1.1 – 1.3	PA 3
2	Formulating plans to meet objectives.	SO 2	FA 10	2.1 – 2.3	PA 6
3	Implementing plans.	SO 3	FA 11	3.4	PA 7
4	Monitoring activities.	SO 4	FA 11	4.1 – 4.2	PA 6



Signature

Unit standard Title: 242817 – Solve problems, make decisions and implement solutions		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Defining problems.	SO 1	FA 12	1.1 – 1.4	PA 1
2	Investigating problems.	SO 2	FA 12	2.1 – 2.2	PA 2
3	Generating problem solutions.	SO 3	FA 13	3.1 – 3.3	PA 3
4	Implementing solutions.	SO 4	FA 14	4.1 – 4.3 4.3	PA 4 PA 6
5	Evaluation the effectiveness of solutions.	SO 5	FA 15	5.1 – 5.3	PA 7



Signature

Unit standard Title: 242811 – Prioritise time and work for self and team		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Creating task lists.	SO 1	FA 16	1.1 1.2 – 1.3	KQ 1 PA 5
2	Prioritising tasks.	SO 2	FA 17	2.1 – 2.3	PA 5
3	Using and maintaining a diary.	SO 3	FA 18	3.1 3.2 – 3.3	KQ 1 PA 9
4	Implementing and maintaining task lists.	SO 4	FA 19	4.1 – 4.6 4.3,4.4	PA 5 PA 6



Signature

Unit standard Title: 12153 – Use the writing process to compose texts required in the business environment		Formative Activities (FA)		Knowledge Questions (KQ) Practical Activity (PW)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Use textual features and conventions specific to business texts for effective writing.	SO 1	FA 1	1.1 – 1.4	PA 8
2	Identify and collect information needed to write a text specific to a particular function.	SO 2	FA 1	2.1 – 2.7	PA 1
3	Compose a text using plain language for a specific function.	SO 3	FA 2	3.1 – 3.3	PA 8
4	Organise and structure a text appropriately for a business function.	SO 4	FA 3	4.1 – 4.5	PA 8
5	Present a written text for a particular function in a business environment.	SO 5	FA 4	5.1 – 5.5	PA 8



Signature

Unit standard Title: 119459 – Write/present/sign for a wide range of contexts		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Write/sign effectively and creatively on a range of topics.	1.1 – 1.3	FA 5	1.1 – 1.4	PA 8
2	Choose language structures and features to suit communicative purposes.			2.1 – 2.3	PA 4
3	Edit writing/signing for fluency and unity.	SO 3	FA 6	3.1 – 3.4	PA 8
Unit standard Title: 119469 – Read/view, analyse and respond to a variety of texts		Formative Activities (FA)		Knowledge Questions (KQ) Practical Workplace Activity (PWA)	
SO #	Specific outcome	AC	Question #	AC	Question #
1	Critically analyse texts produced for a range of purposes, audiences and contexts.	SO 1	FA 7	1.1 – 1.3	PA 8
2	Identify and explain the values, attitudes and assumptions in texts.	SO 2	FA 7	2.1 – 2.3	PA 8
3	Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.	SO 3	FA 8	3.1 – 3.4	PA 8

Note: If you do not attempt all your formative assignments, your POE will not be sent for assessment and you will not be able to write the Final summative assessment. A late submission fee may be payable.



Signature

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Declaration of Authenticity for Skills Programme 2: Planning

You MUST complete and sign the declaration as proof that your evidence is your own.

Plagiarism is the act of copying someone else's work and submitting it as your own. This includes text, media and internet. Making small changes to information does not make it your work.

I, Storm Jamie Paiva (full name)

0205076015085 (ID number)

declare that I understand what plagiarism is and I attest to the fact that this is my own work. I have signed each page to authenticate my evidence.

The following sources of reference were used to gather evidence (books, people, websites etc):

Title / Name / Web Address / Other	Question /Assignment Number	Page number
Learner Manual	Enter text.	Enter text.
Learner Manual	Enter text.	Enter text.
Learner Manual	Enter text.	Enter text.
Learner Manual	Enter text.	Enter text.
Learner Manual	Enter text.	Enter text.

Learner's signature:



Date: Tuesday, 15 April 2025

Signature: 

**PoE Submission & Remediation Declaration for
Skills Programme 2: Planning**

You **MUST save a copy of your PoE before submitting.**

For the purpose of Remediation and for any other unforeseen events you are required to be in the possession of a copy of your PoE (Portfolio of Evidence).

I, Storm Jamie Paiva (full name)

0205076015085 (ID number)

declare that I understand the above and will ensure my compliance.

Learner's signature:



Date: Tuesday, 15 April 2025

Signature:



Formative assessment for Skills Programme 2: Planning

These assessments must be completed in class or after class before your next session. The purpose of these assessments is to check that you have understood all concepts taught and are in a position to continue to the next training concept.

Your facilitator will mark the questions and provide you with feedback.

The Formative assessments must remain in your PoE.

A handwritten signature is enclosed within a circular outline.

Signature

Unit standard #:	12153
Unit standard title:	Use the writing process to compose texts required in the business environment.
NQF Level:	4
Credits:	5
Total marks:	15

Question No.	Question		Mark Allocation
1 SO 1&2	WHO would be the intended audience for the texts listed below?		4
Learner Response	Text	Audience	
	Memo	Internal staff or management	
	Report	Stakeholders or clients	
Question No.	Question		Mark Allocation
2 SO 3	DESCRIBE the appropriate format of these texts.		4
Learner Response	Text	Format	
	Memo	Short, very concise	
	Report	Verbose and detailed	
Question No.	Question		Mark Allocation
3 SO 4	When proofreading text, NAME 3 things that you should be looking for?		3
Learner Response	1. Punctuation errors, 2. grammatical errors as well as 3. spelling errors		
Question No.	Question		Mark Allocation
4 SO 5	IDENTIFY and DESCRIBE two (2) formatting techniques.		4
Learner Response	Technique	Description	
	Bullet points	Creating an indented list or sub text	
	Bold text	Used to emphasize certain words or put stress on a certain term	



Unit standard #:	119459
Unit standard title:	Write/present/sign for a wide range of contexts
NQF Level:	4
Credits:	5
Total marks:	12

Question No.	Question	Mark Allocation
5 1.1-1.3	<p>WRITE one (1) paragraph of creative text (approximately six (6) sentences). The text must be:</p> <ul style="list-style-type: none"> • Of personal interest to you • Imaginative • Factual 	6
Learner Response	<p>When I was in the network room of a data center and I had an urgent call that there was a breach in the server, I went to check it out and there was a massive denial of service which was taking place, I ran to the server room and fought with the attacker , I managed to remove the attackers machines from the network where I found the attackers and their requests to the servers and the amount of requests, taking their IP Adress and setting up a batch rule to remove their access to the network. Ultimately removing their attack vector</p>	
Question No.	Question	Mark Allocation
6 SO 3	<p>Now PROOFREAD the text above identifying grammatical and/or spelling errors, and areas in the text where the sentence could be worded better. Based on the identified errors/improvements, RE-WRITE the text so that it is coherent and logical.</p>	6
Learner Response	<p>When I was in the network room of a data center and I had an urgent call that there was a breach in the server. I went to check it out and there was a massive denial of service which was taking place. I ran to the server room and fought with the attacker. I managed to remove the attackers machines from the network where I found the attackers and their requests to the servers and the amount of requests. taking their IP Adress and setting up a batch rule to remove their access to the network. Ultimately removing their attack vector.</p>	

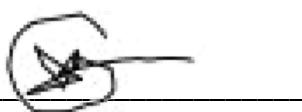
Unit standard #:	119469
Unit standard title:	Read/view, analyse and respond to a variety of texts
NQF Level:	4
Credits:	5
Total marks:	6



Question No.	Question	Mark Allocation
7 SO 1&2	DEFINE the following terms.	4
Learner Response	Strategy	Explanation
	Skim	Quick reading to get the meaning critical to the text
	Scan	Quickly searching for key terms and wordings
	Surface Meaning	Anything that's obvious or in plain sight
	Embedded Meaning	When the meaning of the text is not immediately apparent
Question No.	Question	Mark Allocation
8 SO 3	IDENTIFY two (2) writing techniques	2
Learner Response	Metaphors, personification	

Unit standard #:	242822
Unit standard title:	Employ a systematic approach to achieving objectives
NQF Level:	4
Credits:	10
Total marks:	9

Question No.	Question	Mark Allocation
9 SO 1	GIVE an example of an objective you would like to achieve in your department including the measurable parameters.	3
Learner Response	Objective	Decreased down-time of servers by 0.2% by the end of May 2025
	Measurable Parameters	Time, cost, quality(speed of data transfer)
Question No.	Question	Mark Allocation
10 SO 2	LIST three (3) tasks you would need to do in order to achieve the objective. Place these tasks in the order of priority and explain why.	3
Learner Response	Task	Explanation



	1.	Research power supply vendors	Find vendors which offer the power supplies with the specifications needed
	2.	Trial run products	Gauge the power output against the time during a simulated power outage
	3.	Implement best performing product	Quickly link the power supplies into the power grid
Question No.	Question		Mark Allocation
11 SO 3&4	LIST the resources you will require to complete the tasks and explain how the tasks will be monitored.		3
Learner Response	Task	Resources	Monitoring activities
	1.	People	The time to implement the change in the infrastructure
	2.	Money	Monitor the budget, keeping a close eye on supplier invoices and subcontracter invoices
	3.	Equipment	Monitor the power output to increase power and decrease as needed

Unit standard #:	242817
Unit standard title:	Solve problems, make decisions and implement solutions
NQF Level:	4
Credits:	10
Total marks:	14

Question No.	Question	Mark Allocation
12 SO 1&2	HOW would you go about identifying a work-based problem?	3
Learner Response	1. Results and 2. meetings as well as 3. surveys	
Question No.	Question	Mark Allocation
13 SO 3	EXPLAIN the following problem-solving techniques:	3



Learner Response	Technique	Explanation
	Delphi	Getting expert opinions to form a consensus
	Mapping	Using graphics to represent concepts or processes
	Computer Modelling	Using computer systems to simulate complex systems
Question No.	Question	Mark Allocation
14 SO 4	WHEN looking at implementing a solution to a problem, what factors would you consider when looking at different solutions?	4
Learner Response	1.Will this be a practical solution, 2.must be feasible as well as cost efficient. 3.Must be time efficient, those in charge of the implementation should have the knowledge and ability to go through with the task at hand	
Question No.	Question	Mark Allocation
15 SO 5	HOW would you evaluate the effectiveness of the solution?	4
Learner Response	1.Results of the solution 2.ease of use 3.feasibility as well as 4.whether the solution is accepted and the return on investment that the solution would bring.	

Unit standard #:	242811
Unit standard title:	Prioritise time and work for self and team.
NQF Level:	4
Credits:	10
Total marks:	12

Question No.	Question	Mark Allocation
16 SO 1	EXPLAIN the purpose of using a task list.	2
Learner Response	1) A structured list of the tasks which need to be completed in a specific amount of time 2) The list is prioritized, so that the most critical tasks are completed before the minor tasks	
Question No.	Question	Mark Allocation

17 SO 2	IDENTIFY and EXPLAIN two criteria you would use to prioritise tasks.	4
Learner Response	1.Dependencies – Is this task needed so that other tasks can be done? 2.Urgency – What is the time frame for this task? 3.Resource availability – do we have the right amount of resources for this task?	
Question No.	Question	Mark Allocation
18 SO 3	WHAT is the purpose of keeping a diary?	2
Learner Response	1.To note down important details to recall later or 2.to monitor one's schedule.	
Question No.	Question	Mark Allocation
19 SO 4	HOW do you manage a task list?	4
Learner Response	1.You must track the progress of tasks 2.if there is a bottleneck, then delegating tasks would be ideal 3.If there are time constraints, then rescheduling tasks would be ideal also 4.prioritizing by category of most important and least important.	

Summative assessment for Skills Programme 1: Planning

Reflection

This assignment is compulsory and the assessor cannot find you met the requirements overall if you have not completed this assignment

WRITE a letter to your assessor **EXPLAINING** how you completed the assessment activities in this programme. Your report may be structured as follows:

1. How did you approach the assignments?
2. Summarise the key ideas/concepts that you presented in this programme.
3. What did you learn/remember from doing the assignments?
4. How can you apply what you have learnt in the workplace as well as your personal life?
5. Do you feel that the programme was worth your while? **MOTIVATE** your answer.
6. What would you still like to learn?

 - 1) With an open mind
 - 2) **We must be thorough when going about investigations**
 - 3) **I remember the techniques when problem solving**
 - 4) **I can create solutions based on evidence found**
 - 5) **It was, I enjoyed the SP**
 - 6) **I would like to continue the course**



Signature

Summative Assessment Section

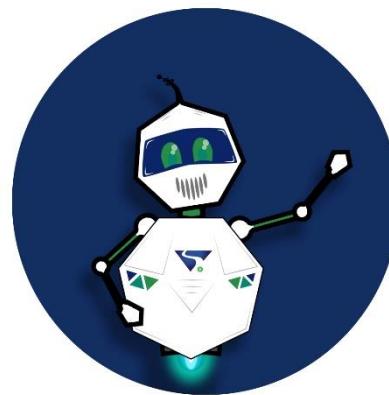
Knowledge Questions

Assignment Questions

Workplace Assessments

INSTRUCTIONS TO THE LEARNER

In all the assessments you are required to show **applied competence** which means "*the ability to put into practice in the relevant context the learning outcomes acquired in obtaining a qualification.*"



This means you must show the assessor the following:

- That you know and understand the content (Answering the questions correctly that are required of you in the assessment activities - these will be the Formative Activities)
- That you are able to practically apply what you have learnt (You are therefore required where possible to insert as much natural occurring evidence as possible to show your practical application of the knowledge acquired in the workplace. You may in some instances have to assimilate the evidence as it may not be readily available in the workplace. Clearly mark your evidence with the unit standard number and activity number that you are linking your evidence to e.g. Unit Standard No: 7791 Quote for Workplace Activity 2)
- That you are able to reflect on what you have learnt and use it in your daily activities whether this be personal or work related (***This will be tested in a reflection report and the CCFO's which will be found in your Assessment Guide/Portfolio of Evidence***)
- Please sign your work by ***inserting your electronic signature*** on all work. The assessor will not assess the evidence if not signed.
- You are not allowed to copy from another learner. Any plagiarism committed will be viewed in a serious light and disciplinary action may be taken against you. Your work must be authentic i.e. your own work.
- You must reference all the external resources used during the course of completing the formative assessment activities.
- The proficiency level required for is ***70% per specific outcome per unit standard***. If you are deemed "Not yet Competent" in a unit standard, you will only be required to redo those areas that the assessor requires you to do.
- Please ***insert your electronic signature at the bottom of all typed pages*** declaring that the evidence submitted is your work. Do not sign any document that was not originally produced by you e.g. Internet printouts, project schedules etc.
- GOOD LUCK!

A handwritten signature in black ink.

Summative Assessment – Knowledge Questions

Unit standard #:	242811
Unit standard title:	Prioritise time and work for self and team.
NQF Level:	4
Credits:	10
Total marks:	

Activity No.	Alignment	Question	Marks
1	1.1, 3.1	EXPLAIN the importance of using the following time management tools for you and your team	4
Tool	Importance		
Task List	1.Lists the tasks which need to be performed and 2.categorizes them by importance as well as specifies the dates of completion		
Diary	1.Keeps track of appointments, with the date, time and venue, 2.keeping a lot of past and present meetings. 3.Keeping oneself organised so that planning for other meetings would not be cumbersome		



Summative Assessment - Practical Activities

Individually complete the following activities to show your ability to integrate and apply your knowledge and skills in the workplace.

As the junior manager of your department you are required to evaluate the functioning of your department and identify an area where productivity could be improved – this could be due to processes, staffing levels, technology etc.

It is important that you provide all evidence stipulates as your ability to identify and solve problems will be assessed.

Please note: this must be a robust issue that requires thought, planning and problem solving.
Complete the following in your workplace:

Practical Activity 1	Step 1 – Define the problem
12153 SO2 AC1 – AC7	STATE the problem definition which must include: <ul style="list-style-type: none">• All information gathered to determine the extent of the problem• All stakeholders that were consulted to determine the problem definition
242817 SO1 AC1 – AC4	Problem Definition:
	Problem Definition: The IT department has major set backs as a result of poor projects communication

All supporting documentation must be submitted as evidence.

Practical Activity 2	Step 2 – Investigate the problem
242817 SO2 – AC1, AC2	CRITICALLY EXAMINE the problem to establish ALL the components of the problem (i.e. break the problem down to its smallest components).
	<p>The diagram consists of five colored rectangular boxes arranged in a grid-like structure. In the top row, there are two boxes: a red one on the left labeled 'Rushed work' and a green one on the right labeled 'Lack of urgency'. A white rounded rectangle labeled 'Poor communication' overlaps the bottom of the red box and the top of the green box. In the bottom row, there are two boxes: a purple one on the left labeled 'Technology overload' and a blue one on the right labeled 'Information overload'.</p>
Practical Activity 3	Step 3 – Generate problem solutions
272817 SO3 AC1 – AC3	3.1. SELECT a recognised problem-solving technique that will assist you in generating solutions – problem-solving techniques include Delphi Technique, Mapping, Computer Modelling, Observation, Questionnaires, Experiments, Brainstorming and other creative thinking techniques.
242822 SO1 AC1 – AC3	3.2. IDENTIFY the criteria that you will use to rate each solution against and rank these criteria in order of importance – criteria can include feasibility, time, cost, resource implications, stakeholder commitment, and logistics.



- 3.3. Using the problem-solving technique that you selected, **IDENTIFY** three (3) possible solutions to the problem:
- 3.3.1. You must clearly show that you have used the technique and that three (3) logical, practical solutions have been identified.
- 3.3.2. The objectives that need to be achieved must be clear
(Complete Annexure A)
- 3.4. **EVALUATE** each of the solutions against the established criteria.
(Submit this on a Separate Documents in Report Format)

3.1. Problem-solving technique:

Mind mapping as it would allow me to show the relation of the sub issues to the main problem.

3.2. Criteria:

1	Time
2	money
3	outcome
4	effectiveness
5	feasability

Annexure A

3.3.1. Identify Solutions

	Solution	Explanation
1	Greater IT involvement	IT should be involved from the SLA stage to the end
2	IT should be CCed in all correspondence	Having understood from communications within and without the organisation, there would be better decisions made
3	Set up meetings when stages are completed	Will be used to let each other know what is happening in the project

3.3.2. Clearly state the objectives that needs to be achieved with the solutions

Achieve better communication amongst colleagues

3.4. Evaluate Solutions against Established Criteria

Criteria	Solution 1	Solution 2	Solution 3

1	Time	3	2	2
2	Money	3	3	3
3	Outcome	3	1	3
4	Effectiveness	3	3	2
5	Feasibility	2	1	1

Practical Activity 4

119459
SO2 AC1 – AC3

242817
SO4 AC1 – AC3

Step 4 – Determine the solution

4.1. Based on the evaluation, **DECIDE** which solution is the best and motivate your reasoning for deciding this.

4.2. **CONSULT** with relevant stakeholders to ensure that they are committed to the solution you wish to implement. The evidence can be emailed correspondence, recording of a meeting etc., and it must show:

- 4.2.1. That you informed stakeholders of the proposed solution with a motivation as to why this was the correct solution
- 4.2.2. Confirmation from stakeholders that they agree with your assessment.

(Submit the clearly marked evidence to your PoE)

4.1.

Through sufficient investigation, and with necessary advice, I have found that having the IT department be more involved in the actions of the projects department to be satisfactory. With the knowledge of what the aforementioned team we can be better prepared to tackle the challenges that arise and having prior knowledge of issues could help us better budget both time and money to optimise operations, having exponentially greater outcomes in projects.

4.2.1:

from: storm@tlo.co.za

to: rick@tlo.co.za

subject: proposed solution: misaligned communication

Dear Rick

I hope you are well. This email is in reference to our previous conversation regarding the communications which have been lacking recently. I have proposed the following solutions to our errors, Greater IT involvement, IT should be CCed in all correspondence and to Set up meetings when stages are completed.



We have, through careful consideration, chosen to go with the first solution, to have greater IT involvement as it makes better use of our combined time and allows for better budgeting.

looking forward to your speedy response

yours sincerely

Storm

4.2.2:

From: rick@tlo.co.za

To: storm@tlo.co.za

Subject: RE proposed solution: misaligned communication

Dear Storm

I hope you are well. I thank you for getting this across to me and I thank you for this recommended solution.

There appears to be various benefits to having more IT involvement in our operations and we would like to implement this.

Yours sincerely

Rick

Practical Activity 5

242811

SO1 – AC2, AC3

SO2 – AC1 – AC3

SO4 – AC1, AC2, AC5,
AC6

242822

SO2 – AC1, AC2, AC3,
AC4, AC5, AC6

Step 5 – CREATE a plan to implement the solution

The action plan must:

- 5.1. Be clear, visible and understood by all affected parties.
- 5.2. Specify ALL the required tasks to achieve the objectives.
- 5.3. Show that the tasks are sequenced according to priority.
- 5.4. Clearly show resource and time allocations for each task.
- 5.5. Outline the criteria for success
- 5.6. Show that all team members have agreed with the plan.

Note: you can use the template below (**Annexure B**) or you can use one of your own, however, question 5.6. is not covered in the template – you will need to submit additional evidence for this point.

5.6:

from: storm@tlo.co.za

to: rick@tlo.co.za

subject: confirming proposed plan



Dear colleague

This is an email to confirm your agreement with the proposed plan to implement the solution as a result of our meeting on 4 April 2025.

Please feel free to contact me, should you have any queries

Yours faithfully

Storm

A handwritten signature consisting of a stylized 'S' or 'C' shape followed by a horizontal line.

Annexure B: Action plan

Task priority	Task	Resources needed (human/financial/ materials, etc.)	Time frames	Responsibility	Criteria for success	Completed successfully yes/no	Completion date
1	Close out sale	Human, finance	1 week	Sales & finance	Time	Yes	2025/17/4
2	Create client report templates	Human	2 days	Projects	money	no	2025/19/4
3	Set up IT equipment	Human, IT equipment	2 weeks	IT department	outcome	no	2025/3/5
4	Create templates for handover documents	Human, IT equipment	3 days	IT department	effectiveness	no	2025/6/5
5	Create technical documentation	Human	3 days	IT department	Feasibility	No	2025/9/5
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Click or tap here to enter text.							
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Signature

Practical Activity 6 242811 SO4 – AC3, AC4 242817 SO4 – AC3 242822 SO2 – AC1, AC2, AC3 SO4 – AC1, AC2)	<p>Step 6 – Implement the solution</p> <p>6.1. PROVIDE evidence showing that the action plan has been implemented.</p> <ul style="list-style-type: none"> • There must be evidence that the plan is in use: <ul style="list-style-type: none"> • resource allocation, • tracking and monitoring of progress, • corrective actions where necessary • New tasks added where required. <i>(These could include emails, spreadsheets, minutes of meetings etc.)</i> <p>6.2. PROVIDE evidence showing that this solution has been implemented.</p> <p><i>(These could include emails, spreadsheets, minutes of meetings etc.)</i></p> <p>Note: there must be strong evidence showing that the solution has been implemented according to the action plan.</p>
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Practical Activity 7 242817 SO5 – AC1, AC2, AC3 242822 SO3 – AC4	<p>Step 7 – Evaluate the effectiveness of the solution</p> <p>7.1. IDENTIFY the criteria that the solution will be measures against – includes feasibility, suitability, acceptance, return on investment, alignment to role or strategy etc.</p> <p>7.2. EVALUATE the effectiveness against the criteria – there must be clear evidence of this.</p> <p>7.3. From the evaluation, IDENTIFY and APPLY corrective action where required – there must be explicit evidence of this (answers such as none required will result in a NYC assessment)</p>
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7.1. Criteria:

1	Feasibility
2	outcome
3	Time
4	Staff acceptance
5	Click or tap here to enter text.



Signature

7.2. Evaluate Solutions against Established Criteria

Criteria		Effectiveness	Evidence Attached to support this
1	Feasibility	ineffective	See activity 7.3
2	outcome	effective	See activity 7.3
3	Time	effective	See activity 7.3
4	Staff acceptance	effective	See activity 7.3
5	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

7.3. Identify Corrective Action (attach evidence to support the application of this action)

From: storm@tlo.co.za

To: management@tlo.co.za

Subject: Corrective action: Ineffective solution

This is an email to update you on the progress we have made as a result of implementing the solution.

After doing an assessment on the implementation of our solution we have found significant upsides, such as the in-house staff acceptance, our time to correct certain faults has reduced and the outcomes are better than we could imagine.

However, there arose a new problem, the information overload and non crucial meetings which our department has been apart of reduced our time by a substantial amount when we could be using our time for more productive items on the list of priority.

As a result of the time loss, we have now seen a decreased amount of quality in our work due to the rushed nature.

A measure to correct this loss in quality of work, we have decided to not attend the end of week meetings but have requested that the projects department send through the transcript of the meeting if information becomes crucial.

Any problems or hurdles in the future will be communicated to you.

Kind regards

Storm



Practical Activity 8	<p>12153 SO1 – AC1 – AC4 SO3 – AC1 – AC3 SO4 – AC1 – AC5 SO5 – AC1 – AC5</p> <p>119459 SO1 – AC1 – AC4 SO3 – AC1 – AC4</p> <p>119469 SO1 – AC1 – AC3 SO2 – AC1 – AC3 SO3 – AC1 – AC4</p>
Practical Activity 9	<p>242811 SO3 – AC2, AC3</p> <p>WRITE A REPORT outlining the issue that was identified, the solution that was proposed, the process that was followed and the outcome of the actions.</p> <p>Please note that your written communication skills will be assessed here so the report must:</p> <ul style="list-style-type: none">• Be at least 2 pages in length• Be in a proper report format• Spelling and grammar must be correct• There must be headings and sub-headings, introduction and conclusion, etc.• Punctuation must be correct <p><i>(Attached report as a separate document to your PoE. Clearly marked as Practical Activity 8)</i></p> <p>You are required to SHOW that you can use a diary for work purposes.</p> <p>SUBMIT copies of your diary for one week showing that you have scheduled appointments, changed appointments and cancelled appointments – you must submit the copies as evidence.</p>

Logbook

Complete this logbook on the same basis as you would have completed a diary. Fill in the specific dates you have worked on the learning outcomes.

LEARNING OUTCOME	DATE	TOTAL HOURS	Reference your evidence e.g., FA1, PWA3
242822 – Employ a systematic approach to achieving objectives			
Identifying and developing objectives.	Tuesday, 15 April 2025	2 Hours	FA 9, PA 3
Formulating plans to meet objectives.	Tuesday, 15 April 2025	2 Hours	FA 10, PA 6
Implementing plans.	Tuesday, 15 April 2025	2 Hours	FA 11, PA 7
Monitoring activities.	Tuesday, 15 April 2025	2 Hours	FA 11, PA 6
242817 – Solve problems, make decisions and implement solutions			
Defining problems.	Tuesday, 15 April 2025	2 Hours	FA 12, PA 1
Investigating problems.	Tuesday, 15 April 2025	2 Hours	FA 12, PA 2
Generating problem solutions.	Wednesday, 16 April 2025	2 Hours	FA 13, PA 3
Implementing solutions.	Wednesday, 16 April 2025	2 Hours	FA 14, PA 4 & 6
Evaluation the effectiveness of solutions.	Wednesday, 16 April 2025	2 Hours	FA 15, PA 7

242811 – Prioritise time and work for self and team

Creating task lists.	Wednesday, 16 April 2025	2 Hours	FA 16, KQ 1, PA 5
Prioritising tasks.	Wednesday, 16 April 2025	2 Hours	FA 17, PA 5
Using and maintaining a diary.	Wednesday, 16 April 2025	2 Hours	FA 18, KQ 1, PA 9
Implementing and maintaining task lists.	Wednesday, 16 April 2025	2 Hours	FA 19, PA 5 &6

12153 – Use the writing process to compose texts required in the business environment

Use textual features and conventions specific to business texts for effective writing.	Wednesday, 16 April 2025	2 Hours	FA 1, PA 8
Identify and collect information needed to write a text specific to a particular function.	Wednesday, 16 April 2025	2 Hours	FA 1, PA 1
Compose a text using plain language for a specific function.	Wednesday, 16 April 2025	2 Hours	FA 2, PA 8
Organise and structure a text appropriately for a business function.	Wednesday, 16 April 2025	2 Hours	FA 3, PA 8
Present a written text for a particular function in a business environment.	Wednesday, 16 April 2025	2 Hours	FA 4, PA 8

119459 – Write/present/sign for a wide range of contexts

Write/sign effectively and creatively on a range of topics.	Thursday, 17 April 2025	2 Hours	FA 5, PA 8
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Choose language structures and features to suit communicative purposes.	Thursday, 17 April 2025	2 Hours	PA 4
Edit writing/signing for fluency and unity.	Thursday, 17 April 2025	2 Hours	FA 6, PA 8
119469 – Read/view, analyse and respond to a variety of texts			
Critically analyse texts produced for a range of purposes, audiences and contexts.	Thursday, 17 April 2025	2 Hours	FA 7, PA 8
Identify and explain the values, attitudes and assumptions in texts.	Thursday, 17 April 2025	2 Hours	FA 7, PA 8
Evaluate the effects of content, language and style on readers'/viewers' responses in specific texts.	Thursday, 17 April 2025	2 Hours	FA 8, PA 8

Critical Cross Field Outcomes

What are critical cross-field outcomes?

The critical cross field outcomes are basic work and life skills. You do not have to give extra evidence – simply cross reference these CCFOs to the questions and answers in your portfolio where these are tested.

Critical Cross field Outcomes	Evidence submitted by you to show competence against CCFO	Page number
Example: Communicate effectively in writing	See my written responses in all my questions	44
Work effectively with others	FA9, PA 3	19
Identify and solve problems	FA 12, PA 1	20
Demonstrate initiative in developing personal interactions	FA 16, PA 1	20
Collect, analyse, organise and critically evaluate information	FA 7, PA 8	22
Demonstrate initiative in analysing impact of own actions on budget	Click or tap here to enter text.	Click or tap here to enter text.
Organising and managing oneself effectively	FA 16, KQ 1	22
Communicate effectively	FA 5, PA 4	22
Learners Signature		
Date	Thursday, 17 April 2025	

