



ASSESSMENT GUIDE

Using Computer Technology in Retail/Wholesale Practices RW/F/COMP/2 10 Credits @ NQF2

Revised: _____
Date

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OVERVIEW OF ASSESSMENT PROCEDURES

This guide is for the use of Assessors who are assessing on behalf of:

The Assessor should be registered with the relevant SETA
and
should have the necessary expertise
in the
relevant Unit Standard being assessed

All assessments will be moderated in accordance with _____
assessment policies and procedures. The Wholesale and Retail SETA will in turn
conduct verification from time to time or when requested to do so.

The following steps must be followed when assessing a candidate:

1. Plan and prepare for the assessment
2. Prepare the candidate for assessment
3. Conduct assessment and document evidence
4. Evaluate evidence and make a judgement
5. Provide feedback to the relevant parties
6. Review the assessment practices

Further queries should be directed to _____

FORMATIVE ASSESSMENT

Assessment which is used to support learners developmentally and to feed back into the teaching/learning process is called formative assessment. The formative assessment should take place continuously while the learning programme is proceeding. Several means of assessing at this stage are required such as:

- self assessment
- peer assessment
- activity based assessment
- specific activities followed by reflection

Feedback should be given according to the situation and all evidence should be documented, with the learner co-signing all documents.

SUMMATIVE ASSESSMENT

Summative assessment takes place after the learning has been completed and the learners are ready to be assessed in terms of the assessment criteria of the relevant Unit Standard.

At least two methods of assessment should be used:

(Preferably No's 1 + 2, with No's 3, 4 + 5 being used as backup methods when required)

1. Portfolio of Evidence provided by learners
2. Knowledge test
3. Behavioural observation
4. Documentary evidence provided by learners.
5. Authenticated testimonials from third parties.

Feedback should be given as soon as possible and all evidence should be recorded and documented in accordance with organisational policy.

All written feedback should be signed and dated by the assessor.

DETAILS OF ASSESSMENT PROCEDURES

STEP ONE PLAN FOR ASSESSMENT

The following issues need to be addressed in your planning. This checklist will assist.

DETAILS	✓	X
Identify the Unit Standard in question		
Identify the Specific Outcomes relevant to the Unit Standard		
Identify the Critical Cross field Outcomes to be incorporated		
Assessment Guides available for perusal		
Assessment Instruments prepared		
Assessment principles have been addressed		
Venue for assessment is confirmed		
Physical resources for assessment to take place are confirmed		
Duration of assessment finalized		
Assessment schedule finalized		
Relevant policies given to the candidate		
Appeal Procedure explained to candidate		
Pre-assessment briefing held with candidate		
Explanatory letter handed to candidate		
Relevant role players informed: <ul style="list-style-type: none"> • line managers • training supervisor • candidate • administrative personnel • moderator • _____ • _____ 		
Special needs of candidate addressed		
All relevant documentation ready for use		
Problems regarding the assessment process identified and addressed		
Feedback sessions identified		
Issues of RPL addressed		
Relevant organisational policies and procedures available		

ASSESSOR SIGNATURE: _____ **DATE:** _____

Comments (if necessary): _____

DATE: _____

The Line Manager

Dear _____

ASSESSMENT: MR/MRS/MS _____

As arranged and discussed with you I intend to assess the abovementioned candidate on the outcomes of the following registered unit standard:

Using Computer Technology in Retail/Wholesale Practices (NQF2)

Date: _____

Time: _____

Venue: _____

I can be contacted on telephone number _____ should you need any further information.

Feedback will be provided to you after the assessment. I trust you find the arrangements in order.

Yours sincerely

ASSESSOR: NAME

ASSESSOR: SIGNATURE

STEP 2 PREPARE FOR ASSESSMENT

(Learner to please sign and include in Portfolio of Evidence under Indirect Evidence)

Assessment Agreement and Details

DATE:	
TIME:	
ASSESSOR:	
CANDIDATE:	
ID NUMBER:	
ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	
E-MAIL:	
OCCUPATIONAL QUALIFICATION	
UNIT STANDARDS (to be assessed)	Using Computer Technology in Retail/ Wholesale Practices (NQF2)
EMPLOYMENT ORGANISATION	
DEPARTMENT	
CONTACT PERSON	
TELEPHONE NUMBER	
SPECIAL ARRANGEMENTS/NEEDS TO BE ADDRESSED	

We, the undersigned, agree that the above information is correct and that the said assessment/s will take place at the agreed time, date and place.

SIGNED:

ASSESSOR

CANDIDATE

DATE: _____

NAME AND ADDRESS:

Dear _____

ASSESSMENT:

I hereby confirm your forthcoming assessment on the outcomes of the following registered unit standard:

***Using Computer Technology in Retail/Wholesale Practices
NQF Level 2
10 Credits***

The assessment will take place on:

Date: _____

Time: _____

Venue: _____

Language: _____

Special Needs: _____

Assessment Methods to be utilised

1. Knowledge test
2. Portfolio of Evidence

Assessment Criteria to be used:

- Describe the various components that make up computer hardware and give a brief explanation of what each component is used for
- Name the software applications used in your retail/wholesale practice and the purpose of each application
- Give a brief explanation of the various computer terms presented to you by the assessor
- Demonstrate techniques for working in a Windows environment using tools, accessories and applications to complete the exercises presented to you by the assessor
- Demonstrate techniques for using appropriate software applications and tools to complete the exercises presented to you by the assessor
- Demonstrate techniques for capturing and printing transactional information using computerised point of sale equipment
- Demonstrate techniques for updating customer account records using appropriate point of sale terminals and software

You will need to prepare yourself in the following ways

- Ensure you understand the common hardware and software terms
- Ensure that you can explain how computers are used in your retail store
- Be prepared to show us your computer operating skills using documents generated by your store

You will need to bring the following items with you

- A working black pen (and a spare!)
- Pencil and ruler
- The results of any formative assessments, where available, which might assist the assessor to make appropriate decisions about your level of competence.

You are invited to provide me with any extra evidence to support your competencies, such as your CV, letters of recommendation from your supervisor or any other evidence that will support your competence.

You are expected to be prompt. Should you not be clear as to what is expected from you, you may ask questions during the assessment. I will assess you as the candidate, however you may bring along a third party to observe the assessment process should you wish. The observer will have no responsibilities relating to the assessment process and may not take part in the assessment.

There will be a process of moderation to ensure that the assessment was fair, valid and reliable.

If you are found “not yet competent” you may appeal to the internal moderator. This must be based on one or more of the following:

- Unfair assessments
- Invalid assessments
- Unreliable assessments
- The assessor’s judgement, if considered biased
- Inadequate expertise and experience of the assessor if it influenced the assessment
- Unethical practices

Every candidate will be allowed two re-assessments after initial assessment, if declared “not yet competent”.

If you have any questions relating to the above, please do not hesitate to contact me on telephone number: _____.

Yours sincerely

ASSESSOR : NAME

ASSESSOR: SIGNATURE

NAME OF LEAD PROVIDER: _____

Assessment plan

(Learner to please sign and include in Portfolio of Evidence under Indirect Evidence)

DATE:	
TIME:	
ASSESSOR:	
CANDIDATE:	
ID NUMBER:	
ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	
E-MAIL:	
OCCUPATIONAL QUALIFICATION (TO BE ASSESSED)	
UNIT STANDARDS (TO BE ASSESSED)	Using Computer Technology in Retail/Wholesale Practices (NQF 2)
EMPLOYMENT ORGANISATION	
DEPARTMENT	
CONTACT PERSON	
TELEPHONE NUMBER	
SPECIAL ARRANGEMENTS:	

ASSESSMENT AGREEMENT

We, the undersigned, agree that the above information is correct and that the said assessment/s will take place at the agreed time, date and place.

SIGNED:

ASSESSOR

CANDIDATE

Assessment Plan

<u>Title:</u>	Using computer technology in retail / wholesale practices
<u>Description:</u>	An integrated assessment of practical and conceptual computer using skills based in workplace of W&R practices.
<u>Outcomes:</u>	<p><i>Specific outcomes:</i></p> <p>The demonstrated ability to make decisions and consider options when:</p> <ul style="list-style-type: none"> • Developing an understanding of computer terminology and recognising a range of computer hardware and software applications • Applying basic keyboarding and mouse pointer techniques for capturing and processing data on computers and point of sale equipment/terminals • Applying a range of techniques for using tools, accessories and applications associated with Windows-based operating systems • Opening, creating, saving and retrieving information using appropriate word processing/spreadsheeting software for generating basic business documents • Capturing transactional data, printing cash receipts and updating customer account records using computerised systems and associated software <p><i>Embedded knowledge:</i></p> <p>The demonstrated understanding of:</p> <ul style="list-style-type: none"> • Computer terminology, hardware and appropriate software applications • Techniques for capturing, processing and printing transaction information/documentation using appropriate point of sale equipment and software • Windows operating system tools, accessories and applications • Basic keyboarding and mouse pointer techniques • Techniques for opening, closing, saving and printing basic business documents using appropriate word processing and spreadsheeting software applications <p><i>Critical cross field outcomes:</i></p> <p>The ability to:</p> <ul style="list-style-type: none"> • Use science and technology effectively for capturing, processing and generating accurate basic business documents and transactional information • Collect, organise, analyse and evaluate information when generating basic business documents so that the appropriate software application is used to produce a legible and neatly laid out document
<u>Assessment:</u>	<p>The ability to produce the following types of evidence:</p> <ul style="list-style-type: none"> • Describe the various components that make up computer hardware and give a brief explanation of what each component is used for • Name the software applications used in your retail/wholesale practice and the purpose of each application • Give a brief explanation of the various computer terms presented to you by the assessor • Demonstrate techniques for working in a Windows environment using tools, accessories and applications to complete the exercises presented to you by the assessor • Demonstrate techniques for using appropriate software applications and tools to complete the exercises presented to you by the assessor • Demonstrate techniques for capturing and printing transactional information using

	<p>computerised point of sale equipment</p> <ul style="list-style-type: none"> • Demonstrate techniques for updating customer account records using appropriate point of sale terminals and software
<u>Range:</u>	Computer hardware including the system unit, central processing unit, storage (primary and secondary), input devices, the mouse, keyboard, output devices, monitors/screens and printers
<u>Instruments:</u>	<ol style="list-style-type: none"> 1. Knowledge Test 2. Portfolio of Evidence
<u>Period of assessment:</u>	The knowledge test will take approximately 60 minutes.
<u>Location:</u>	The knowledge test will take place and the portfolio of evidence needs to be submitted, as per the rollout plan.
<u>Credits:</u>	This assessment is worth 10 SAQA credits indicating a notional learning time of 100 hours.
<u>Steps of assessment</u>	<ol style="list-style-type: none"> 1. Knowledge Test 2. Portfolio of Evidence
<u>Level</u>	The level of practical computer skills is pegged at NQF 2, equivalent to grade 10 (std. 8) in the schooling system or second year apprentice in the technical training system.
<u>Results</u>	Results and feedback will be given within 14 days of assessment
<u>Policy and appeals:</u>	This assessment, including the recording of results and any possible appeal to these, is governed by _____ official assessment policy. Appeals should be dealt with according with _____ policies and procedures.

Appendix A

PLANNING ASSESSMENT

METHODS	Knowledge test	Portfolio of Evidence
PERIOD	As per rollout plan	As per rollout plan
PEOPLE	ASSESSOR	ASSESSOR
FACILITIES/ LOCATION	As per rollout plan	As per rollout plan
EQUIPMENT/ MATERIALS	Table, chair, black pen	Computer with necessary software, black pen

PRE-ASSESSMENT MEETING

DATE	TIME	VENUE
------	------	-------

PRESENT	
	(Assessor)
	(Candidate)
	(Witness)

Agenda	Outcomes of Meeting
Assessment plan	
Assessment process	
General	
Specific Needs	

Candidate's declaration of understanding
I hereby declare that I am ready for the assessment, that we have reviewed the assessment plan; I understand the assessment process and am satisfied that the assessment will be conducted in a fair and valid manner.

Signature of Candidate		Date	
------------------------	--	------	--

Signature of Assessor		Date	
-----------------------	--	------	--

STEP 3
CONDUCT SUMMATIVE ASSESSMENT AND DOCUMENT EVIDENCE

Assessment instruments required for the assessment process.

	Required	Submitted
Knowledge Test		
Portfolio of Evidence		
Structured Interview		
Behavioural Observation Checklist		
Authenticated Testimonials		
Other documentary evidence		
Knowledge Test for Re-assessment		

Please submit all originals of the assessment process, which includes instruments and evidence, to _____ within 7 days of assessment taking place.

INSTRUMENTS

- 1. Knowledge Test**
- 2. Portfolio of Evidence**

KNOWLEDGE TEST

Using Computer Technology NQF 2 RW/F/COMP/2 (10 Credits)

Date of Test: _____ Venue: _____

Name of Candidate: _____

Employer: _____

INSTRUCTIONS

- Complete all questions using black ink.
- Write legibly in the language agreed, namely English
- Label drawings clearly (if applicable).
- You may ask the Assessor for clarity, should you not understand the questions asked.
- The required mark to be declared competent is 75%.
- You have 60 minutes to complete the test.

Question 1 (4)

Match the following computer hardware items with the categories by drawing a line between the 2:
(1 mark each)

Input
Output
CPU
Storage

Processing
Keyboard
Stiffy Disk
Screen

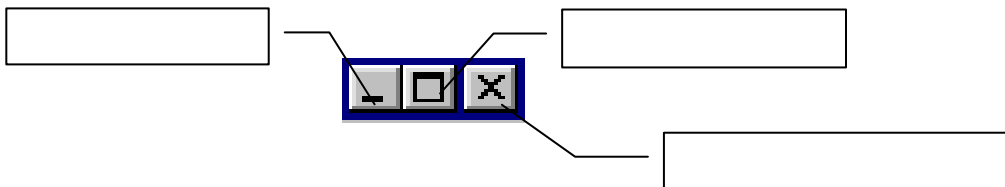
Question 2 (5)

Enter True or False for the following statements: (1 mark each)

RAM is temporary memory	
ROM stands for Random Access Memory	
A mouse is in input device	
A printer is a storage device	
Microsoft Word is software	

Question 3 (3)

Identify the following buttons which appear in the top right corner of a window by writing the name of the button in the boxes provided: (1 mark each)



Question 4 (2)

In the boxes provided draw the symbol on a computer keyboard that would be used for the following calculations: (1/2 mark each)

Multiply	
Add	
Subtract	
Divide	

Question 5 (6)

Indicate what category of software the following programmes fall into and give an explanation of what it is used for. Choose between Word Processing, Spreadsheet and Accounting.

For example:

Microsoft Paint

Design and Drawing

Create drawings or diagrams

Microsoft Word		
Microsoft Excel		
Pastel		

Question 6 (2)

Explain what you understand to be the difference between a stiffy (or floppy) disk and a hard (or fixed) disk: (1 mark for each point)

Question 7 (6)

Do you understand the difference between the terms hardware and software? Explain this and give two examples of each: (1 mark each for explanations and 1 mark each for examples)

Question 8 (4)

List four ways you could format a Microsoft Word document to make it look good. (1 mark each)

Question 9 (3)

List three transactions that can be processed by a Point of Sale program: (1 mark each)

Marks: /

Assessed by:

Date:

Competent:

/

Not yet competent:

.....
Assessor

.....
Candidate

PORTFOLIO OF EVIDENCE

Using Computer Technology NQF 2 (10 Credits)

Instructions to Learner:

- Refer to the Instructions to Build a Portfolio (3-column grid attached). Take cognizance of the specific outcomes, assessment criteria and the types of evidence required.
 - Evidence must be in the form of a **portfolio** where documented proof exists for all research done by the learner.
 - The evidence must be placed in a file containing the following divisions:
 - Index
 - Candidates details
 - Candidates curriculum vitae
 - Indirect evidence (Indirect evidence is evidence produced about the learner from another source. This is usually in the form of reports of third party sources, i.e. sources other than the assessor. Indirect evidence can be used to verify the authenticity of other forms of evidence. In addition, it may be necessary to corroborate these forms of evidence. Sources of indirect evidence include:
 - Team outputs
 - Work completed at an earlier stage
 - Performance appraisals
 - Training records
 - Testimonials
 - Reviews and commendations
 - Certificates and qualifications
 - Medals, prizes and trophies
 - Customer/client ratings
- NB: Please include a copy of your Identity Document at the beginning of this section.**
- Different pockets containing the evidence that was gathered by the learner corresponding with the specific outcomes.
 - All evidence must be authenticated and signed by the Supervisor and Line/Store Manager, who will follow the steps with the learner and sign each document after being satisfied that it was the learner's work and effort.
 - Portfolio must be handed in for assessment on agreed time, date and venue.

USING COMPUTER TECHNOLOGY IN RETAIL/WHOLESALE PRACTICES NQF 2

INSTRUCTIONS TO LEARNER TO COMPILE A PORTFOLIO OF EVIDENCE

Specific Outcomes	Assessment Criteria	Type of Evidence Required
<ul style="list-style-type: none"> Developing an understanding of computer terminology and recognising a range of computer hardware and software applications 	<ul style="list-style-type: none"> Describe the various components that make up computer hardware and give a brief explanation of what each component is used for Name the software applications used in your retail/wholesale practice and the purpose of each application Give a brief explanation of the various computer terms presented to you by the assessor 	
<ul style="list-style-type: none"> Applying basic keyboarding and mouse pointer techniques for capturing and processing data on computers and point of sale equipment/terminals 		Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached. <i>(All evidence must be authenticated and signed by Supervisor and Line Manager – full details of people authenticating evidence to be provided)</i>
<ul style="list-style-type: none"> Applying a range of techniques for using tools, accessories and applications associated with Windows-based operating systems 	<ul style="list-style-type: none"> Demonstrate techniques for working in a Windows environment using tools, accessories and applications to complete the exercises presented to you by the assessor 	Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached. <i>(All evidence must be authenticated and signed by Supervisor and Line Manager – full details of people authenticating evidence to be provided)</i>
<ul style="list-style-type: none"> Opening, creating, saving and retrieving information using appropriate word processing/spreadsheets software for generating basic business documents 	<ul style="list-style-type: none"> Demonstrate techniques for using appropriate software applications and tools to complete the exercises presented to you by the assessor 	Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached. <i>(All evidence must be authenticated and signed by Supervisor and Line Manager – full details of people authenticating evidence to be provided)</i>

<ul style="list-style-type: none"> • Capturing transactional data, printing cash receipts and updating customer account records using computerised systems and associated software 	<ul style="list-style-type: none"> • Demonstrate techniques for capturing and printing transactional information using computerised point of sale equipment • Demonstrate techniques for updating customer account records using appropriate point of sale terminals and software 	<p>evidence to be provided)</p> <p>Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached.</p> <p>(All evidence must authenticated and signed by Supervisor and Line Manager – full details of people authenticating evidence to be provided)</p>
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Practical Application Assessment

- Arrange a suitable time with your line manager who must be present during this assessment to authenticate it.
- A venue must be arranged where you will not be disturbed.
- A PC must be available with the following software:
 - Microsoft Office including Word and Excel
 - Microsoft Outlook or an Electronic Mail program that will allow you to send e-mail to another PC
 - Pastel Point Of Sale or a terminal installed with your store's Point Of Sale software
- You will need a printer with paper, access to e-mail and a stiffy disk on which to store your completed exercises.
- You are allowed 45 minutes to complete this assessment.
- You will be provided with a *Practical Application Test Instruction Sheet* and a stiffy disk with a prepared document. Follow the instructions including the hand-written answers, creating the documents, printing the documents and saving the documents.
- You may choose to supplement your assessment by including documents you have produced in the workplace. If you choose to do this, these documents must be authenticated by your line manager and submit them with your Assessment documentation.
- On completion of the test place the *Practical Application Test Instruction Sheet*, stiffy disk, printed documents and any additional documentation in a sealed envelop and present it to your Line Manager who will submit it for assessment.

MODEL ANSWERS

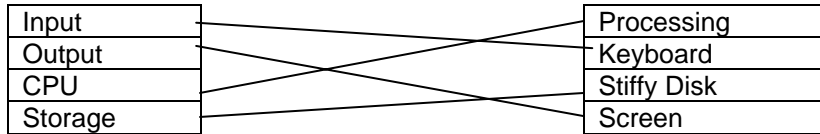
- 1. Knowledge Test**
- 2. Evaluation Report - Portfolio of Evidence**

KNOWLEDGE TEST

Using Computer Technology NQF 2 RW/F/COMP/2 (10 Credits)

Question 1 (4)

Match the following computer hardware items with the categories by drawing a line between the 2:
(1 mark each)



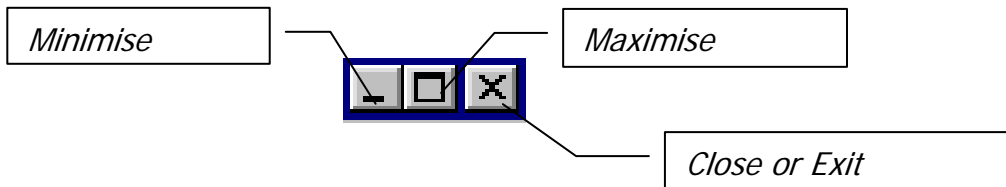
Question 2 (5)

Enter True or False for the following statements: (1 mark each)

RAM is temporary memory	<i>True</i>
ROM stands for Random Access Memory	<i>False</i>
A mouse is in input device	<i>True</i>
A printer is a storage device	<i>False</i>
Microsoft Word is software	<i>True</i>

Question 3 (3)

Identify the following buttons which appear in the top right corner of a window by writing the name of the button in the boxes provided: (1 mark each)



Question 4 (2)

In the boxes provided draw the symbol on a computer keyboard that would be used for the following calculations: (1/2 mark each)

Multiply	*
Add	+
Subtract	-
Divide	/

Question 5 (6)

Indicate what category of software the following programmes fall into and give an explanation of what it is used for. Choose between Word Processing, Spreadsheet and Accounting.

<i>For example:</i>		
<i>Microsoft Paint</i>	<i>Design and Drawing</i>	<i>Create drawings or diagrams</i>
Microsoft Word	<i>Word Processing</i>	<i>Type letters, faxes, reports, minutes, documents</i>
Microsoft Excel	<i>Spreadsheet</i>	<i>Create schedules, financial statements, cashbooks, with calculations</i>
Pastel	<i>Accounting</i>	<i>To do the bookkeeping of the company, stock records, point of sale</i>

Question 6 (2)

Explain what you understand to be the difference between a stiffy (or floppy) disk and a hard (or fixed) disk: (1 mark for each point)

- *Diskettes referred to as A: or B: and hard disks C:*
- *Diskettes can be inserted and removed from the disk drive*
- *Diskettes need special handling and care*
- *Diskettes need to be labeled*
- *Hard disks are stored in the computer case*
- *Hard disks can store much more information than floppy/stiffy disks*

Question 7 (6)

Do you understand the difference between the terms hardware and software? Explain this and give two examples of each: (1 mark each for explanations and 1 mark each for examples)

- *Hardware is the physical components in a PC. You can see and touch hardware.*
- *Hardware includes components like a mouse, keyboard, CPU, monitor, Rom or Ram, Disks*
- *Software is the programmes that run on a PC*
- *For example, could be application software, systems software, language programs*
- *Examples of each word processing/MS Word, spreadsheet/MS Excel, etc*

Question 8 (4)

List four ways you could format a Microsoft Word document to make it look good. (1 mark each)

- * *Bold*
- * *Italic*
- * *Underline*
- * *Add pictures*
- * *Changing font*
- * *Changing font/text size*
- * *Changing colours*
- * *Using borders*
- * *Aligning text – right, left or centre*
- * *Using bullets*
- * *Using tabs*
- * *Using tables*

Question 9 (3)

List three transactions that can be processed by a Point of Sale program: (1 mark each)

- * *Invoices*
- * *Cash sales*
- * *COD sales*
- * *Credit notes*
- * *Petty cash*
- * *Print reports for day end or cash up*

EVALUATION REPORT

UNIT STANDARD NAME: USING COMPUTER TECHNOLOGY IN RETAIL/WHOLESALE PRACTICES
NUMBER: RW/F/COMP/2
UNIT STANDARD LEVEL: NQF 2
CREDITS : 10
FIELD: SERVICES
SUB-FIELD: RETAIL AND WHOLESALE
ISSUE DATE: 1 JUNE 1999
REVIEW DATE: 31 MAY 2001

LEARNER'S FULL NAMES: _____

CONTACT NUMBER: _____

ASSESSOR'S NAME: _____

DATE OF ASSESSMENT: _____

ASSESSMENT METHODOLOGY: _____

LEARNER'S COMPANY: _____

LEARNER MODERATOR DEPT: _____

ID NUMBER OF LEARNER: _____

MODERATOR'S NAME: _____

DATE OF MODERATION: _____

ASSESSOR

MODERATOR

EVIDENCE OF LEARNING SHOULD BE IN PLACE (WHAT SHOULD THE CANDIDATE KNOW AND BE ABLE TO DO BEFORE STARTING THE UNIT STANDARD)

CRITERIA	ASSESSMENT RESULTS
Basic numeracy at NQF Level 1	

FEEDBACK: _____

RANGE STATEMENTS:

- Computer hardware including the system unit, central processing unit, storage (primary and secondary), input devices, the mouse, keyboard, output devices, monitors/screens and printers

UNIT STANDARD:

	ASSESSMENT CRITERIA	COMPETENT
1	Developing an understanding of computer terminology and recognising a range of computer hardware and software applications <i>Evidence must show:</i>	
	1.1 Describe the various components that make up computer hardware and give a brief explanation of what each component is used for	
	1.2 Name the software applications used in your retail/wholesale practice and the purpose of each explanation	
	1.3 Give a brief explanation of the various computer terms presented to you by the assessor	
2	Applying basic keyboarding and mouse pointer techniques for capturing and processing data on computers and point of sale equipment/terminals <i>Evidence must show:</i>	
	2.1 Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached	
3	Applying a range of techniques for using tools, accessories and applications associated with Windows-based operating systems <i>Evidence must show:</i>	
	3.1 Demonstrate techniques for working in a Windows environment using tools, accessories and applications to complete the exercises presented to you by the assessor	
	3.2 Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached	
4	Opening, creating, saving and retrieving information using appropriate word processing/spreadsheeting software for generating basic business documents <i>Evidence must show:</i>	
	4.1 Demonstrate techniques for using appropriate software applications and tools to complete the exercises presented to you by the assessor	
	4.2 Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached	

5	Capturing transactional data, printing cash receipts and updating customer account records using computerized systems and associated software	
	<i>Evidence must show:</i>	
	5.1 Demonstrate techniques for capturing and printing transactional information using computerized point of sale equipment	
	5.2 Demonstrate techniques for updating customer account records using appropriate point of sale terminals and software	
	5.3 Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached	

FEEDBACK: _____

ASSESSOR

MODERATOR

SIGNATURE OF LEARNER: _____

ASSESSMENT OF THE ABILITY TO USE RELEVANT CRITICAL CROSS-FIELD OUTCOMES

	ASSESSMENT CRITERIA	COMPETENT
1	Use science and technology effectively for capturing, processing and generating accurate basic business documents and transactional information	
2	Collect, organize, analyse and evaluate information when generating basic business documents so that the appropriate software application is used to produce a legible and neatly laid out document	

FEEDBACK: _____

EVIDENCE OF ESSENTIAL EMBEDDED KNOWLEDGE

KNOWLEDGE COMPONENT	EVIDENT IN SUBMISSION
Computer terminology, hardware and appropriate software applications	
Techniques for capturing, processing and printing transaction information/documentation using appropriate point of sale equipment and software	
Windows operating system tools, accessories and applications	
Basic keyboarding and mouse pointer techniques	
Techniques for opening, closing, saving and printing basic business documents using appropriate word processing and spreadsheeting software applications	

FEEDBACK: _____

ASSESSOR

MODERATOR

SIGNATURE OF LEARNER: _____

SUPPLEMENTARY INFORMATION

Was the assessment conducted true to all the principles of assessment stated before? _____

1.	Appropriate	The method of assessment is suited to the performance being assessed.
2.	Fair	The method of assessment does not present any barriers to achievements related to the evidence.
3.	Manageable	The methods used make for easily arranged, cost effective assessments.
4.	Integrated	Evidence collection is integrated into the work or learning process where this is appropriate and feasible.
5.	Valid	The assessment focuses on the requirements laid down in the Standard i.e. is fit for purpose.
6.	Direct	The activities in the assessment mirror the conditions of actual performance as closely as possible.
7.	Authentic	The assessor is satisfied that the work being assessed is attributable to the person being assessed.
8.	Sufficient	The evidence establishes that all criteria are met and that performance can be repeated consistently
9.	Systematic	Planning and recording is sufficiently rigorous to ensure that assessment is fair.
10.	Open	Learners can contribute to the planning and accumulation of evidence. Assessment candidates understand the assessment process and the criteria that is applicable.
11.	Consistent	The same assessor would make the same judgment again in similar circumstances. The judgment made is similar to the judgment that would be made by other assessors.

If no, state how the neglected principle can be achieved in future.

ASSESSOR

MODERATOR

SIGNATURE OF LEARNER: _____

ASSESSMENT REPORT

ASSESSOR

MODERATOR

SIGNATURE OF LEARNER: _____

FEEDBACK FROM LEARNER

		YES	NO
1	Was the assessment process made clear to you before assessment started?		
2	Did the assessor or representative explain what would be expected from you according to the unit standard?		
3	Was the assessment done in a fair and equitable way?		
4	If any of the above questions were answered NO, please note your concerns below.		
	CONCERNS:		

ASSESSOR

MODERATOR

SIGNATURE OF LEARNER: _____

STEP 4

EVALUATE EVIDENCE AND MAKE JUDGEMENTS

Competence Judgement

Competence judgements (decisions) should be based on evidence provided by the candidate. The assessor should evaluate all evidence in terms of

- Comparing the evidence against the criteria for assessment
- Making the decision as to whether or not the necessary competence has been achieved.

The following principles of assessment should be addressed with every judgement made:

Principle	Assessment Evidence			
	Method 1		Method 2	
	Competent	Not Yet Competent	Competent	Not Yet Competent
Valid <ul style="list-style-type: none">✓ The assessment focuses on the requirements laid down in the Unit Standard and the Specific Outcomes✓ The assessment is fit for the purpose✓ The evidence gathered is valid in terms of the performance being assessed✓ If the assessment method is appropriate the evidence will be valid				
Authentic <ul style="list-style-type: none">✓ The assessor is satisfied that the work being assessed is attributable to the person being assessed				
Sufficient <ul style="list-style-type: none">✓ The evidence collected establishes that all criteria have been met and that performance to the required standard can be				

<p>repeated consistently</p> <ul style="list-style-type: none"> ✓ Evidence gathered is of sufficient quantity ✓ The quality of the evidence gathered is good enough to establish that the candidate is competent 				
<p>Reliable</p> <ul style="list-style-type: none"> ✓ The assessor needs to be sure that the candidate would perform in the same way if reassessed at a later stage 				
<p>Current</p> <ul style="list-style-type: none"> ✓ Evidence collected is related to current competence ✓ The candidate must prove that he/she is currently capable of performing an activity 				
<p>Direct</p> <ul style="list-style-type: none"> ✓ The activities in the assessment mirror the conditions of actual performance as closely as possible ✓ Activities are as direct as is practical 				
<p>Fair</p> <ul style="list-style-type: none"> ✓ The method of assessment does not present any barriers to achievements, which are not related to the evidence ✓ The assessment does not disadvantage the candidate with a special need ✓ Assessment is not affected by factors such as race, gender, age background etc. ✓ The language barrier should be addressed by means of an interpreter if necessary ✓ The assessor should try as far as possible to accommodate the candidate without giving an unfair advantage 				

It is left completely to the professional judgement of the registered assessor as to how many attempts at each instrument the candidate is allowed.

STEP 5 PROVIDE FEEDBACK

- Ensure that feedback is given to the relevant parties
- Feedback must be given as soon as possible – and definitely within 15 days of the assessment taking place
- All assessment results must be submitted to _____ within 7 days after feedback has taken place
- The relevant correspondence must be handed to the candidate
- The feedback report must be signed by the candidate and assessor and dated clearly

FEEDBACK CHECKLIST

DETAILS	YES	NO
Feedback session has been planned		
The conversation with the candidate has been considered		
The candidate will be involved in the feedback process		
The candidate will be asked how he/she feels about the performance		
Positive achievements are stressed first		
Focus on the performance of the candidate and not the person		
Avoid judgemental attitudes		
Feedback is concluded with a positive statement		
Feedback reports have been completed		
Candidate and Assessor have signed the summative assessment feedback report		
Special Needs have been addressed		

DATE: _____

TO: _____
(Candidate) _____

Dear _____

YOUR ASSESSMENT

Congratulations!

It gives me great pleasure to confirm that you have been found competent on the outcomes of the following registered unit standard:

Using Computer Technology in Retail/Wholesale Practices (NQF2)

Yours sincerely

ASSESSOR : NAME

ASSESSOR: SIGNATURE

DATE: _____

TO: _____
(Candidate) _____

Dear _____

YOUR ASSESSMENT

Unfortunately, after your assessment on _____ you have been found not yet competent on the outcomes of the following registered unit standard:

Using Computer Technology in Retail/Wholesale Practices (NQF2)

This means that you will have to undergo assessment once again. In order to do this I request that you please contact me to discuss the way forward.

Yours sincerely

ASSESSOR : NAME

ASSESSOR: SIGNATURE

DATE: _____

The Line Manager

Dear _____

ASSESSMENT : MR/MRS/MS _____

It gives me great pleasure to inform you that the above candidate has been found competent on the outcomes of the following registered unit standard:

Using Computer Technology in Retail/Wholesale Practices (NQF2)

Please accept our sincere congratulations in this regard.

Yours sincerely

ASSESSOR : NAME

ASSESSOR: SIGNATURE

DATE: _____

The Line Manager

Dear _____

ASSESSMENT : MR/MRS/MS _____

Unfortunately, the above candidate has not been found competent on the outcomes of the following registered unit standard:

Using Computer Technology in Retail/Wholesale Practices (NQF2)

This implies further assessment of the candidate. This is to be discussed with the candidate and you will be informed of arrangements in due course

Yours sincerely

ASSESSOR : NAME

ASSESSOR: SIGNATURE

SUMMATIVE ASSESSMENT: FEEDBACK REPORT

CANDIDATE	
ORGANISATION	
OCCUPATION	
UNIT STANDARD NUMBER	RW/F/COMP/2
UNIT STANDARD TITLE	Using Computer Technology in Retail/Wholesale Practices
NUMBER OF CREDITS	10
NQF LEVEL	2
SPECIFIC OUTCOMES TO BE ASSESSED	All
FEEDBACK GIVEN IN THE FOLLOWING MANNER <ul style="list-style-type: none"> • MEETING • WRITTEN • E-MAIL WITH ATTACHMENTS • TELEPHONE • • 	

ASSESSMENT DECISION

	YES	NO
The candidate has submitted evidence that is valid, relevant, current, sufficient and authentic against the listed specific outcomes and covered all range statements		
The candidate is competent in all the assessment criteria listed		

<p>The candidate is not yet competent in the following criteria</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>The following items require corrective action or improvement</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
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RECOMMENDATIONS

RE-ASSESSMENT SHOULD TAKE PLACE AS FOLLOWS:

DECLARATION BY CANDIDATE

I, declare that
I am **SATISFIED / NOT SATISFIED** that the feedback given to me by the Assessor was relevant, sufficient and done in a constructive manner.

I **ACCEPT / DO NOT ACCEPT** the assessment decisions.

I have no further questions relating to this particular assessment process.

Assessor's signature	Date
Candidate's signature	Date
Moderator's signature	Date

STEP 6

REVIEW ASSESSMENT PRACTICES

Please return all forms and checklists to _____
within 7 days after the assessment has taken place

There are three major ways of evaluating assessments:

- Gathering feedback from learner
- Reflection by the assessor
- Comments from other people such as verifiers and moderators

Please make use of as many means as possible. The following could be of assistance when deciding how to gather feedback for the assessment review:

Methods

- Evaluation / review of assessment methods, instruments and national, registered standards and qualifications
- Distribution of questionnaires
- Individual and group discussions
- Structured interviews with relevant role players

Information to be gathered

- Number of assessments requested, number of assessments completed, number of successful achievements, and number of learners not yet competent.
- Locations
- Standards assessed
- Appeals
- Special needs identified
- Reporting aspects – linking to systems
- Feedback from learners and assessors on the process, the tools, the difficulties experienced and suggestions for improvement
- The costs involved

ASSESSMENT REVIEW: UNIT STANDARD: Using Computer Technology in Retail/Wholesale Practices (NQF 2)

DETAILS	YES	NO	REMARKS
Did the assessment reflect the specified performance criteria?			
Were the assessment practices structured?			
Was the candidate consulted during the development of the assessment practices?			
Were all the assessment guides and documents prepared?			
Were the recording systems effective?			
Was the assessment conducted true to all the principles of assessment?			
Was the assessment process free of discrimination of any sort and open to all candidates?			
Has the assessment been planned to make effective use of time and resources in the workplace?			
Did the assessor explain the company's Appeals Procedure to the candidate?			
Did the assessor allow the candidate to demonstrate his competence without interrupting him?			
Did the assessor assess only the specific outcomes as specified in the unit standard?			
Did the assessor check the evidence of the competence across the range as specified in the unit standard?			
Did the assessor ask questions which were clear and which did not lead the candidate?			
Did the assessor ask only questions which were relevant to the knowledge evidence required in the standard?			
Where simulations were used, did the assessor ensure that it was as near to the real working condition as possible?			
Did the assessor arrange for the			

assessment activity to take place in the workplace so that it did not disrupt normal activities?			
Did the assessor inform the candidate of the result of the assessment?			
In the event of unhappiness with the decision of the assessor, was the correct procedure followed?			
Did the assessor complete the assessment document and ensure that all concerned signed it?			

STRENGTHS OF ASSESSMENT

WEAKNESSES OF ASSESSMENT

RECOMMENDATIONS

ASSESSOR: _____ **DATE:** _____

MODERATOR: _____ **DATE:** _____