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# INDEX

<u>Division Number</u>	<u>Description</u>
1	Letter to Candidate, Assessment Plan
2	Candidates Curriculum Vitae
3	Indirect Evidence
4	Relevant Unit Standard <b><i>Using Computer Technology in Retail/Wholesale Practices (NQF2)</i></b>
5	Evidence of Outcome 1 : <i>“Developing an understanding of computer terminology and recognising a range of computer hardware and software software applications”</i>
6	Evidence of Outcome 2 : <i>“Applying basic keyboarding and mouse pointer techniques for capturing and processing data on computers and point of sale equipment/terminals”</i>
7	Evidence of Outcome 3 : <i>“Applying a range of techniques for using tools, accessories and applications associated with Windows-based operating systems”</i>
8	Evidence of Outcome 4 : <i>“Opening, creating, saving and retrieving information using appropriate word processing/ spreadsheets software for generating basic business documents”</i>
9	Evidence of Outcome 5 : <i>“Capturing transactional data, printing cash receipts and updating customer account records using computerised systems and associated software”</i>
10	Assessment Evaluation and Moderation Report

Letter to Candidate,  
and  
Assessment Plan

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:** As per rollout plan
- Time:** As per rollout plan
- Venue:** As per rollout plan
- Language:** English, except if requested in another language
- Special Needs:** None, except if made known

### **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)*

<b>DATE:</b>	
<b>TIME:</b>	
<b>ASSESSOR:</b>	
<b>CANDIDATE:</b>	
<b>ID NUMBER:</b>	
<b>ADDRESS:</b>	
<b>TELEPHONE NUMBER:</b>	
<b>FAX NUMBER:</b>	
<b>E-MAIL:</b>	
<b>OCCUPATIONAL QUALIFICATION (TO BE ASSESSED)</b>	
<b>UNIT STANDARDS (TO BE ASSESSED)</b>	Using computer technology in a retail/wholesale practices (NQF 2)
<b>EMPLOYMENT ORGANISATION</b>	
<b>DEPARTMENT</b>	
<b>CONTACT PERSON</b>	
<b>TELEPHONE NUMBER</b>	
<b>SPECIAL ARRANGEMENTS:</b>	

## 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

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

<b>DATE:</b>	
<b>TIME:</b>	
<b>ASSESSOR:</b>	
<b>CANDIDATE:</b>	
<b>ID NUMBER:</b>	
<b>ADDRESS:</b>	
<b>TELEPHONE NUMBER:</b>	
<b>FAX NUMBER:</b>	
<b>E-MAIL:</b>	
<b>OCCUPATIONAL QUALIFICATION (TO BE ASSESSED)</b>	
<b>UNIT STANDARDS (TO BE ASSESSED)</b>	Using computer technology in a retail/wholesale practices (NQF 2)
<b>EMPLOYMENT ORGANISATION</b>	
<b>DEPARTMENT</b>	
<b>CONTACT PERSON</b>	
<b>TELEPHONE NUMBER</b>	
<b>SPECIAL ARRANGEMENTS:</b>	

## 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

<b><u>Title:</u></b>	Using computer technology in retail / wholesale practices
<b><u>Description:</u></b>	An integrated assessment of practical and conceptual computer using skills based in workplace of W&R practices.
<b><u>Outcomes:</u></b>	<p><i>Specific outcomes:</i></p> <p>The demonstrated ability to make decisions and consider options when:</p> <ul style="list-style-type: none"> <li>• Developing an understanding of computer terminology and recognising a range of computer hardware and software applications</li> <li>• Applying basic keyboarding and mouse pointer techniques for capturing and processing data on computers and point of sale equipment/terminals</li> <li>• Applying a range of techniques for using tools, accessories and applications associated with Windows-based operating systems</li> <li>• Opening, creating, saving and retrieving information using appropriate word processing/spreadsheeting software for generating basic business documents</li> <li>• Capturing transactional data, printing cash receipts and updating customer account records using computerised systems and associated software</li> </ul> <p><i>Embedded knowledge:</i></p> <p>The demonstrated understanding of:</p> <ul style="list-style-type: none"> <li>• Computer terminology, hardware and appropriate software applications</li> <li>• Techniques for capturing, processing and printing transaction information/documentation using appropriate point of sale equipment and software</li> <li>• Windows operating system tools, accessories and applications</li> <li>• Basic keyboarding and mouse pointer techniques</li> <li>• Techniques for opening, closing, saving and printing basic business documents using appropriate word processing and spreadsheeting software applications</li> </ul> <p><i>Critical cross field outcomes:</i></p> <p>The ability to:</p> <ul style="list-style-type: none"> <li>• Use science and technology effectively for capturing, processing and generating accurate basic business documents and transactional information</li> <li>• Collect, organise, analyse and evaluate information when generating basic business documents so that the appropriate software application is</li> </ul>

	used to produce a legible and neatly laid out document
<b><u>Assessment:</u></b>	<p>The ability to produce the following types of evidence:</p> <ul style="list-style-type: none"> <li>• Describe the various components that make up computer hardware and give a brief explanation of what each component is used for</li> <li>• Name the software applications used in your retail/wholesale practice and the purpose of each application</li> <li>• Give a brief explanation of the various computer terms presented to you by the assessor</li> <li>• Demonstrate techniques for working in a Windows environment using tools, accessories and applications to complete the exercises presented to you by the assessor</li> <li>• Demonstrate techniques for using appropriate software applications and tools to complete the exercises presented to you by the assessor</li> <li>• Demonstrate techniques for capturing and printing transactional information using computerised point of sale equipment</li> <li>• Demonstrate techniques for updating customer account records using appropriate point of sale terminals and software</li> </ul>
<b><u>Range:</u></b>	Computer hardware including the system unit, central processing unit, storage (primary and secondary), input devices, the mouse, keyboard, output devices, monitors/screens and printers
<b><u>Instruments:</u></b>	<ol style="list-style-type: none"> <li>1. Knowledge Test</li> <li>2. Portfolio of Evidence</li> </ol>
<b><u>Period of assessment:</u></b>	The knowledge test will take approximately 60 minutes.
<b><u>Location:</u></b>	The knowledge test will take place and the portfolio of evidence needs to be submitted, as per the rollout plan.
<b><u>Credits:</u></b>	This assessment is worth 10 SAQA credits indicating a notional learning time of 100 hours.
<b><u>Steps of assessment</u></b>	<ol style="list-style-type: none"> <li>1. Knowledge Test</li> <li>2. Portfolio of Evidence</li> </ol>
<b><u>Level</u></b>	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.
<b><u>Results</u></b>	Results and feedback will be given within 14 days of assessment
<b><u>Policy and appeals:</u></b>	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

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

## USING COMPUTER TECHNOLOGY IN RETAIL/WHOLESALE PRACTICES NQF LEVEL 2

### INSTRUCTIONS TO LEARNER TO COMPILE A PORTFOLIO OF EVIDENCE

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

Windows-based operating systems	tools, accessories and applications to complete the exercises presented to you by the assessor	printed examples attached. <b><i>(All evidence must authenticated and signed by Supervisor and Line Manager – full details of people authenticating evidence to be provided)</i></b>
<ul style="list-style-type: none"> <li>Opening, creating, saving and retrieving information using appropriate word processing/spreadsheets software for generating basic business documents</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate techniques for using appropriate software applications and tools to complete the exercises presented to you by the assessor</li> </ul>	Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached. <b><i>(All evidence must authenticated and signed by Supervisor and Line Manager – full details of people authenticating evidence to be provided)</i></b>
<ul style="list-style-type: none"> <li>Capturing transactional data, printing cash receipts and updating customer account records using computerised systems and associated software</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate techniques for capturing and printing transactional information using computerised point of sale equipment</li> <li>Demonstrate techniques for updating customer account records using appropriate point of sale terminals and software</li> </ul>	Practical application test – authenticated by line manager. Documents to be submitted on disk with printed examples attached. <b><i>(All evidence must authenticated and signed by Supervisor and Line Manager – full details of people authenticating evidence to be provided)</i></b>

### **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.

Candidate's  
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.**

Relevant  
Unit  
Standard

## 'Using computer technology in retail / wholesale practices'

Unit standard number	RW/F/COMP/2
Unit standard level	NQF 2
Credit value	10
Field	Services
Sub-field	Retail and Wholesale
Issue date	1 June 1999
Review date	31 May 2001

### ■ Purpose and relationship to qualification

- This unit is a fundamental standard towards the qualification National Certificate in Retail/Wholesale Processes at NQF 2. It provides the fundamental competence to use basic computer technology in preparation for core and elective standards at this level.

### ■ Learning assumed to be in place

- Basic numeracy at NQF Level 1

### ■ Specific Outcomes

The demonstrated ability to make decisions and consider options when:

- 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

■ **Assessment Criteria**

The ability to produce all of the following types of evidence:

- 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

(The evidence must be judged by a registered retail assessor both in-store and at the training centre)

■ **Range Statement**

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

■ **Notes (1) : Embedded Knowledge**

The demonstrated understanding of:

- 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

■ **Notes (1) : Critical Cross Field and Development Outcomes**

The ability to:

- 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

*“Using computer technology in retail/wholesale practices”*

Evidence of Outcome 1

*“Developing an understanding of computer terminology and recognising a range of computer hardware and software applications”*

Your evidence must show:

1. Describe the various components that make up computer hardware and give a brief explanation of what each component is used for.
2. Name the software applications used in your retail/wholesale practice and the purpose of each application.

*“Using computer technology in retail/wholesale practices”*

Evidence of Outcome 2

*“Applying basic keyboarding and mouse pointer techniques for capturing and processing data on computers and point of sale equipment/terminals”*

Your evidence must show:

1. Practical application test – authenticated by Line Manager.
2. Documents to be submitted on disk with printed examples attached.

*“Using computer technology in retail/wholesale practices”*

Evidence of Outcome 3

*“Applying a range of techniques for using tools, accessories and applications associated with Windows-based operating systems”*

Your evidence must show:

1. Practical application test – authenticated by Line Manager.
2. Documents to be submitted on disk with printed examples attached.

*“Using computer technology in retail/wholesale practices”*

Evidence of Outcome 4

*“Opening, creating, saving and retrieving information using appropriate word processing/spreadsheets software for generating basic business documents”*

Your evidence must show:

1. Practical application test – authenticated by line manager.
2. Documents to be submitted on disk with printed examples attached.

*“Using computer technology in retail/wholesale practices”*

Evidence of Outcome 5

*“Capturing transactional data, printing cash receipts and updating customer account records using computerised systems and associates software”*

Your evidence must show:

1. Practical application test – authenticated by line manager.
2. Documents to be submitted on disk with printed examples attached.

# Assessment Evaluation and Moderation Report

# 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

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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: \_\_\_\_\_

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**ASSESSOR**

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**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	<b>Developing an understanding of computer terminology and recognising a range of computer hardware and software applications</b> <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	<b>Applying basic keyboarding and mouse pointer techniques for capturing and processing data on computers and point of sale equipment/terminals</b> <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	<b>Applying a range of techniques for using tools, accessories and applications associated with Windows-based operating systems</b> <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	<b>Opening, creating, saving and retrieving information using appropriate word processing/spreadsheets software for generating basic business documents</b> <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	<b>Capturing transactional data, printing cash receipts and updating customer account records using computerized systems and associated software</b>	
	<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**

	<b>ASSESSMENT CRITERIA</b>	<b>COMPETENT</b>
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**

<b>KNOWLEDGE COMPONENT</b>	<b>EVIDENT IN SUBMISSION</b>
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.

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**ASSESSOR**

**MODERATOR**

**SIGNATURE OF LEARNER:** \_\_\_\_\_

