

STATEMENT OF WORK EXPERIENCE**Skills Development Provider:**

Forensic Academy Africa (Pty) Ltd

Accreditation Number:


07-QCTO-SDP151025042452


Qualification Number:	102161
Qualification Title:	Occupational Certificate: Office Administrator


Learner Details	
Full Name and Surname:	
ID Number:	
Learner Cell Phone #:	

Employer Details	
Name of Institution:	
Postal Address:	
Supervisor Name and Surname:	
Supervisor Position:	
Work Telephone #:	
Work E-Mail:	

334102002-WM-01, Perform administrative and meeting support functions to support management processes, NQF Level 5, Credits 12


WM-01-WE01	Perform day-to-day administrative tasks such as maintaining information files and processing paperwork	
Scope Work Experience		
WA0101	Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material	Tick
WA0102	Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions	Tick
WA0103	Maintain scheduling and event calendars	Tick
WA0104	Complete forms in accordance with company procedures	Tick
WA0105	Schedule and confirm appointments for clients, customers, or supervisors	Tick
WA0106	Make copies of correspondence or other printed material	Tick
WA0107	Locate and attach appropriate files to incoming correspondence requiring replies	Tick
WA0108	Open, read, route, and distribute incoming mail or other materials and answer routine letters	Tick
WA0109	Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions	Tick
WA0110	Manage projects or contribute to committee or team work	Tick
WA0111	Mail newsletters, promotional material, or other information	Tick
WA0112	Order and dispense supplies	Tick
WA0113	Establish work procedures or schedules and keep track of the daily work of clerical staff	Tick
WA0114	Prepare and mail checks	Tick
WA0115	Distribute incoming mail	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	Editing (accuracy, spelling, format)	
SE0102	Filing	
SE0103	Supplies/asset register	
SE0104	Procedures developed	
SE0105	Schedules	
SE0106	Training packs	
SE0107	Electronic diary	


WM-01-WE02	Organise at least three different kinds of meetings	
Scope Work Experience		
WA0201	Prepare meeting packs, agendas, and audio visual aids for presentations	Tick
WA0202	Attend meetings take notes or minutes and participate where required	Tick
WA0203	Apply appropriate meeting protocol for the taking of decisions (quorums, proxy votes, motions, resolutions, decisions and actions)	Tick
WA0204	Record information from meetings or other formal proceedings	Tick
WA0205	Compose, type, and distribute meeting notes, routine correspondence, or reports, such as presentations or expense, statistical, or monthly reports	Tick
WA0206	Proof read and edit documentation required for internal use and meetings/appointments prior to further distribution to supervisor/executive	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0201	Attendance registers	
SE0202	Minutes of different meetings	
SE0203	Decision and Action lists	
SE0204	Editing (accuracy, spelling, format)	
SE0205	Procurement of catering (dietary requirements applied)	
SE0206	Meeting packs	


WM-01-WE03	Apply effective and accurate information processing skills to create professional documentation	
Scope Work Experience		
WA0301	Accurately produce and format office documentation including but not limited to business letters/concise, meeting documentation and reports	Tick
WA0302	Check documentation for accuracy and correct any errors using appropriate tools	Tick
WA0303	Prepare invoices, reports, memos, letters, financial statements, and other documents, using word processing, spreadsheet, database, or presentation software	Tick
WA0304	Prepare responses to correspondence containing routine inquiries	Tick
WA0305	Coordinate and direct office services, such as records, departmental finances, budget preparation, personnel issues, and housekeeping, to aid executives	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Business letters/concise, meeting documentation, reports and advertising, invoices, reports, memos, letters, financial statements	
SE0302	Editing (accuracy, spelling, format)	
SE0303	Responses to queries	
SE0304	Records of office services	

Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Relevant understanding of the organisation processes and procedures
2	The nature of the organisation code of conduct standards
3	Organisational procedures for internal and external communication and liaison with internal and external clients
4	Organisational procedures for employee wellness
5	Disability regulations

334102002-WM-02, Handle customer and clients queries and liaison in an office, NQF Level 5, Credits 8


WM-02-WE01	Handle customer and clients queries and liaison	
Scope Work Experience		
WA0101	Liaise with clients, suppliers and other staff	Tick
WA0102	Facilitate a workshop with relevant business owners to categorise and assess the applicable regulatory requirements in order to prioritise the risks in terms of high, medium or low	Tick
WA0103	Screen phone calls, enquiries and requests, and handle them when appropriate	Tick
WA0104	Answer to client queries	Tick
WA0105	Write feedback reports to clients and management on queries received	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	Relevant documentation	
SE0102	Feedback reports	
SE0103	Customer feedback	
SE0104	Email, faxes and mail responses	


WM-02-WE02	Work in an office conveying specialised knowledge in response to customer queries	
Scope Work Experience		
WA0201	Manage the office for a period of 5 hours per week for a period of 4 months	Tick
WA0202	Compile a weekly list of frequently asked questions and the answers thereof for a period of 3 months	Tick
WA0203	Reference information using the relevant sources during above period	Tick
WA0204	Record customer requests on a system (book, electronic) and follow through to completion	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0201	Timesheets	
SE0202	Number of clients helped	
SE0203	List of frequently asked questions and the answers thereof	
SE0204	Customer request book	


WM-02-WE03	Maintain a comfortable environment for customers and staff	
Scope Work Experience		
WA0301	Maintain the service area of the office and ensure it is conducive for staff and customers	Tick
WA0302	Display/reception areas and notice boards are kept updated and attractive on a daily basis	Tick
WA0303	Keep furniture out of the way and not causing obstructions to users or staff	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Photos of the office	

Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Legislation, standards, policies, and procedures followed in the company relevant to customer service and liaison
2	Relevant occupational health and safety requirements applicable in the work/company/organization and its processes
3	Organization culture and typical customer profile
4	Company's service level agreements and policies
5	Company's code of conduct
6	Organisational procedures for internal and external communication and liaison with internal and external clients

334102002-WM-03, Marketing/Public relations and administrative support, NQF Level 5, Credits 25


WM-03-WE01	Provide administrative support to all public relations	
Scope Work Experience		
WA0101	Give administration support in the planning of publicity strategies and campaigns	Tick
WA0102	Assist in organising promotional events such as press conferences, open days, exhibitions, tours and visits	Tick
WA0103	Prepare document packs for publicly at interviews, press conferences and presentations	Tick
WA0104	Manage media inquiries and interview requests for the manager	Tick
WA0105	Distribute relevant marketing materials the public, the press, and related organisations	Tick
WA0106	Assist the social media team to engage audiences across traditional and new media	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	Signed documentary evidence by Supervisor/mentor	
SE0102	Attendance registers or relevant proof for promotional events	
SE0103	Customer feedback reports	
SE0104	Portfolio of materials	


WM-03-WE02	Create content for press releases, by-line articles and keynote presentations	
Scope Work Experience		
WA0201	Provide clients with information about new promotional opportunities and current PR campaigns progress	Tick
WA0202	Gain exposure in working as part of a team to design and write presentations, press releases, articles, leaflets, „in-house' journals, reports, publicity brochures, information for web sites	Tick
WA0203	Compile a portfolio of different publications, pamphlets and brochures, programmes and other marketing materials to use as reference points for new publications	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0201	Signed documentary evidence by a qualified/experienced travel professional such as logbooks, work instructions, observation/assessment sheets	
SE0202	Client files and quotations completed accurately and in line with company SOPs	

WM-03-WE03	Manage client relations and develop opportunities for the Public Relations/Marketing unit	
Scope Work Experience		
WA0301	Use the compliance risk profile to prioritise the development of risk management plans	Tick
WA0302	Develop good networks	Tick
WA0303	Maintain good rapport and relationships with the clients	Tick
WA0304	Compile a weekly list of frequently asked questions and the answers thereof for a period of 3 months	Tick
WA0305	Man the information centre or organisational Helpdesk for a period of 5 hours per week	Tick
WA0306	Reference information using the relevant sources during above period	Tick
WA0307	Record customer requests on a system (book, electronic) and follow through to completion	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Signed documentary evidence by an experienced public relations/marketing official such as logbooks, work instructions, observation/assessment sheets	
SE0302	Client files and queries completed accurately and in line with company SOPs	
SE0303	Customer feedback	
SE0304	Timesheets	
SE0305	List of frequently asked questions and the answers thereof	
SE0306	Customer request book	


Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Standard operating procedures for the marketing/Public relations department/unit
2	Product specific knowledge tailored to the brand or areas of business
3	Standard Operating Procedures (SOPs)
4	Company policies and procedures

334102002-WM-04, Assist in planning and coordinating at least two special events/conferences, NQF Level 5, Credits 20

WM-04-WE01	Assist with planning at least two conferences and or events	
Scope Work Experience		
WA0101	Confirm purpose, required outcomes and style of conference/events with convener/s	Tick
WA0102	Procure the required inventory of backdrops, computers, projectors and other materials	Tick
WA0103	Confirm conference facilities requirements, budget, and preparation timeline with conference convener/s	Tick
WA0104	Prepare a call for papers/presentations in accordance with conference purpose and style	Tick
WA0105	Draft conference/event program in line with stated purpose, and balance choice of program elements to allow outcomes to be achieved	Tick
WA0106	Invite speakers/presenters in accordance with conference/event brief	Tick
WA0107	Plan conference/event administration requirements and tasks, processes and resources to ensure efficient management of conference data and resources	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	Completed checklists of relevant organisational policies and procedures for planning and managing conferences	
SE0102	Budget report for project	
SE0103	Milestone report on activities and	
SE0104	Portfolio of reference material related to conference venues, transport, accommodation and catering	
SE0105	Completed conference documentation	
SE0106	List of relevant contact persons, including speakers, clients and management	


WM-04-WE02	Organise logistics for conference and or event	
Scope Work Experience		
WA0201	Support the coordination of requirements for the events(Range: includes but not limited to venues, caterers, musicians, sound and speakers, photographers, equipment hires, florists)	Tick
WA0202	Assist with confirming layouts and decorations at the event location based on the requirements of the customer and the event/conference type	Tick
WA0203	Ensure the seating arrangements and the number of seats are laid out according the clients brief	Tick
WA0204	Record acceptances, receipt fees and confirm participants within designated timelines	Tick
WA0205	Confirm program details and assist with preparing conference papers/event presentations in accordance with speakers' requirements and conference timeline	Tick
WA0206	Dispatch pre-conference/event information to participants within designated timelines	Tick
WA0207	Register participants in accordance with planned registration procedures	Tick
WA0208	Communicate to participants any late changes to program	Tick
WA0209	Manage administration requirements during conference/event in accordance with conference plan/schedule	Tick


Supporting Evidence (For Employer Guidance Only – NO submission required)	
SE0201	Completed checklists of relevant organisational policies and procedures for planning
SE0202	Electronic tools used in managing confirmations and fees payments
SE0203	Presentation packs
SE0204	Conference/event programme and related documentation
SE0205	Completed conference/event documentation
SE0206	List of relevant contact persons, including speakers, clients and management for dispatch purposes

WM-04-WE03	Follow up on conference and or event proceedings	
Scope Work Experience		
WA0301	Record, and/or follow up conference/event outcomes in accordance with organisational requirements	Tick
WA0302	Post-conference correspondence is prepared and dispatched within designated timelines	Tick
WA0303	Collect receipts to assist with processing payments in accordance with organisational procedures and audit requirements	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Electronic tools used in managing receipts	
SE0302	Invoices and receipts	
SE0303	Budget report for project for audit purposes	
SE0304	Presentation packs to be distributed to relevant stakeholders	
SE0305	Completed conference/event documentation and dispatch orders	
SE0306	List of relevant contact persons, including speakers, clients and management dispatched to	


Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Organisational policies, procedures and work instructions
2	Standard confirmation and RSVP templates
3	Organisational conference paper/presentation format
4	Organisational OHS regulations

334102002-WM-05, Procure and allocate resources, NQF Level 5, Credits 15

WM-05-WE01	Procure office materials, supplies and or equipment	
Scope Work Experience		
WA0101	Check the availability of budget prior to procurement of goods or services	Tick
WA0102	Source quotations for the procurement of goods and services for the unit	Tick
WA0103	Complete forms in accordance with company procedures	Tick
WA0104	Order materials, supplies, or equipment	Tick
WA0105	Maintain a database of service providers	Tick
WA0106	Facilitate and track quotes	Tick
WA0107	Sign receipt for goods and/or cash received	Tick
WA0108	Assist in basic procurement and requisition	Tick
WA0109	Contact clients to obtain or relay information	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	Budgets	
SE0102	Quotations	
SE0103	Requisition forms	
SE0104	Purchase orders	
SE0105	List of service providers	
SE0106	Receipts and invoices	
SE0107	Proof of communication with clients	


WM-05-WE02	Allocate resources	
Scope Work Experience		
WA0201	Apply the organisational policies and procedures in relation to resource management	Tick
WA0202	Manage petty cash system	Tick
WA0203	Record income and expenditure of the unit	Tick
WA0204	Disburse money for petty cash transactions	Tick
WA0205	Disburse money for petty cash transactions	Tick
WA0206	Manage the flow of procurement and submission documents according to the company's policies and procedures	Tick
WA0207	Report maintenance or equipment problems to appropriate personnel	Tick
WA0208	Select resources needed to accomplish tasks	Tick
WA0209	Distribute materials and supplies to employees or customers	Tick


Supporting Evidence (For Employer Guidance Only – NO submission required)	
SE0201	Resource management policies and procedures
SE0202	Proof of response to queries and enquiries
SE0203	Decision and Action lists
SE0204	Procurement and submission documentation
SE0205	Resource allocation register


WM-05-WE03	Manage assets and stocktaking	
Scope Work Experience		
WA0301	Manage the assets of the unit according to an organizational policy	Tick
WA0302	Do inventory and stock control	Tick
WA0303	Maintain asset register of the relevant department	Tick
WA0304	Dispose of assets according asset policy of the organisation	Tick
WA0305	Manage the consumables of the unit by controlling the consumable stock register	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Asset register	
SE0302	Consumable stock register	
SE0303	Completed asset disposal forms	
SE0304	Inventory and stock control checklist	


Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Relevant understanding of the organisation procurement processes and procedures
2	Legislation, standards, policies, and procedures followed in the company relevant to customer service and liaison
3	Organisational resource management regulations
4	Relevant occupational health and safety requirements applicable in the work/company/organization and its processes


334102002-WM-06, Solicit tender offers in terms of a set of procedures, NQF Level 5, Credits 10

WM-06-WE01	Prepare procurement documents	
Scope Work Experience		
WA0101	Compile procurement documents for the calling for expressions of interest.	Tick
WA0102	Ensure that the Submission Data contains a list of returnable documents.	Tick
WA0103	Apply the procurement prescripts according to legislative guidelines and procedures	Tick
WA0104	Select an appropriate form of contract for the procurement using organisational guidelines	Tick
WA0105	Assign the risks to each party in the procurement documents	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	E-Procurement documents	

WM-06-WE02	Obtain approval for procurement documents	
Scope Work Experience		
WA0201	Give procurement document to supervisor for review	Tick
WA0202	Rectify sections, if any, that requires amendments or improvements.	Tick
WA0203	Confirm that budgets are in place	Tick
WA0204	Obtain necessary approval for submission	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0201	Approved procurement documents	


WM-06-WE03	Invite suppliers to submit tender offers or expressions of interest	
Scope Work Experience		
WA0301	Advertise for tenders in accordance with approved procurement procedure	Tick
WA0302	Issue procurement documents	Tick
WA0303	Respond to requests for clarification	Tick
WA0304	Conduct clarification meetings	Tick
WA0305	Issue attendees with minutes of meeting	Tick
WA0306	Issue addenda as necessary	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Procurement documents issued for solicitation purposes	

WM-06-WE04	Receive tender offers or expressions of interest	
Scope Work Experience		
WA0401	Ensure that arrangements are in place to receive tender offers/expressions of interest	Tick
WA0402	Return unopened submissions under the following circumstances: <ul style="list-style-type: none"> • Those that were received late • Not delivered in accordance with instructions given to tenderers • When only one tender is received and it is decided to call for fresh tenders 	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0401	Tender submissions	


WM-06-WE05	Record data relating to submissions	
Scope Work Experience		
WA0501	Open expressions of interest in the presence of two officials	Tick
WA0502	Record data relating to the submission	Tick
WA0503	Acknowledge receipt of the submission	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0501	Record of submissions received	


Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Relevant understanding of the organisation processes and procedures in tendering
2	Legislation, standards, policies, and procedures followed in the company relevant to processing tender documents
3	Security features of documentation

334102002-WM-07, Manage a paperless office, NQF Level 5, Credits 20

WM-07-WE01	Plan the filing structure and storage of documents	
Scope Work Experience		
WA0101	Hold a brainstorming session with various members in your organisation to develop a drawer and folder type structure for your entire organisation	Tick
WA0102	Set up a document management system consisting of computer software that allows you to performs simple tasks such as filing, indexing and document retrieval to more complex tasks such as workflow	Tick
WA0103	Train staff members who will be responsible for maintaining the file structures	Tick
WA0104	Identify and train other staff members on the use of the file structures and who will scan documents	Tick
WA0105	Identify staff to scan documents for digital storage	Tick
WA0106	Compile a list of guidelines for e-filing of documentation and correspondence	Tick

Supporting Evidence (For Employer Guidance Only – NO submission required)	
SE0101	E- Filing guidelines
SE0102	Checklist for e-filing

WM-06-WE02		Apply security features to e-filing of documentation
Scope Work Experience		
WA0201	Identify documents that need to be accessed more frequently and quickly	Tick
WA0202	Rectify sections, if any, that requires amendments or improvements.	Tick
WA0203	Apply file property settings to ensure that documents stored electronically cannot be inadvertently modified or destroyed	Tick
WA0204	Send, receive, file and archive documents according to company processes and procedures	Tick
WA0205	File documents according to processes and procedures	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0201	E-Filing processes and procedures followed	
SE0202	E-filed documentation	
SE0203	Security guidelines for documentation	


WM-06-WE03		Utilise an e-diary for daily planning of work
Scope Work Experience		
WA0301	Advertise for tenders in accordance with approved procurement procedure	Tick
WA0302	Issue procurement documents	Tick
WA0303	Share diaries between other relevant diary users to synchronise activities and appointments	Tick
WA0304	Book meetings using an electronic diary	Tick
WA0305	Utilise the electronic diary to book and control the use of meeting venues and boardrooms.	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Copy of calendar invite	
SE0302	Proof of appointments scheduled using an electronic diary	


Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Relevant understanding of the organisation processes and procedures in document management
2	Legislation, standards, policies, and procedures followed in the company relevant to document management and electronic filing
3	Security features of documentation

**334102002-WM-08, Supervision and training of administration staff, NQF Level 5,
Credits 15**

WM-08-WE01	Apply basic knowledge of Human resource related legislative, governance, policies and procedures	
Scope Work Experience		
WA0101	Check the leave forms and absenteeism registers on a daily basis.	Tick
WA0102	Identify the types of leave and match the leave forms with the registers.	Tick
WA0103	Send relevant information to the HR office as per organizational policies.	Tick
WA0104	Answer basic questions regarding leave and seek information regarding policies.	Tick
WA0105	Observe and record any violations of labour act according to employment act	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	Checked copies of relevant leave forms	
SE0102	Updated attendance/absenteeism register	
SE0103	Weekly and monthly reports	
SE0104	Minutes of meetings	
SE0105	Checklist for basic Compliance: o BCEA o OHS Act	

WM-08-WE02	Establish work procedures or schedules and keep track of the daily work of administrative staff	
Scope Work Experience		
WA0201	Plan daily and weekly tasks	Tick
WA0202	Hold operational planning meetings delegating work to the team	Tick
WA0203	Compile year plan for unit on activities to be completed	Tick
WA0204	Monitor weekly and monthly schedules of staff	Tick
WA0205	Adjust the days plans where required	Tick
WA0206	Correct performance issues	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0201	Schedules	
SE0202	Minutes of meetings	
SE0203	Weekly and monthly reports	

WM-08-WE03	Supervise other clerical staff and provide training and orientation to new staff	
Scope Work Experience		
WA0301	Explain reporting roles and preferred methods of communication in the department	Tick
WA0302	Explain the profile of the organisation to new employee	Tick
WA0303	Explain the new employee's role fully, how it fits in with their team and the organisation as a whole	Tick
WA0304	Discuss possible opportunities for development and training, and routes for promotion in the future	Tick
WA0305	Discuss relevant employment terms and conditions concerning what is required during any probationary periods	Tick
WA0306	Answer questions and make sure the employee understands what the terms and conditions mean in practice	Tick
WA0307	Explain the key work practices, policies and expected behaviour of the organisation	Tick
WA0308	Provide Health and Safety information manuals, guidelines or policies	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	The plans for the induction of a new staff member	
SE0302	Induction administration required to be completed	
SE0303	Presentations	
SE0304	Induction manual/guideline	
SE0305	Employee handbook and contracts	


WM-08-WE04	Develop a plan for staff training related to office administration	
Scope Work Experience		
WA0401	Allocate persons to conduct the training in relevant areas	Tick
WA0402	Specify the orientation and training schedule and outcomes to be achieved	Tick
WA0403	Prepare materials needed for the training	Tick
WA0404	Evaluate training and coaching done	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0401	Training plan and schedule	
SE0402	Training materials	
SE0403	Evaluations done	


Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Organisation policy and procedures for correcting staff
2	Organisational processes and procedures for supervising, implementing and maintaining processes and procedures at the area of responsibility
3	Organisation processes and procedures for the completion of administration at the area of responsibility
4	Labour related legislation impacting on area of responsibility
5	Organisation processes and procedures for the implementation of OHS legislation impacting on area of responsibility
6	Organisational policies and procedures for motivating staff
7	Organisational policies and procedures for monitoring and evaluating staff performance
8	Organisation's code of conduct and code of ethics
9	Organisational workplace standards

334102002-WM-09, Assist in developing a Workplace Skills Plan according to employee training needs, NQF Level 5, Credits 8

WM-09-WE01	Gather information and identify employee's skills development needs	
Scope Work Experience		
WA0101	Establish templates used for information gathering according to the organisations policies and procedures and evaluation criteria for skills shortage	Tick
WA0102	Analyse and interpret the information gathered from employees	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	Templates	
SE0102	Approved evaluation criteria	


WM-09-WE02	Compile a report on the skills needed by employees for professional development	
Scope Work Experience		
WA0201	Compile a report based on findings	Tick
WA0202	Distribute the report to the affected personnel to verify the content of the report	Tick
WA0203	Submit the report to the immediate supervisor for consideration and compliance check	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0201	Evaluated report based on findings	


WM-09-WE03	Facilitate the completion of WSPs for the organisation	
Scope Work Experience		
WA0301	Dealing with issues and challenges regarding data required	Tick
WA0302	Conflict situations and dealing with groups and their dynamics	Tick
WA0303	Respond to queries regarding individual skills plans	Tick
WA0304	Providing guidance to staff towards the competent application of their skills in the workplace	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Performance agreements	
SE0302	Staff appraisal forms	
SE0303	Individual Staff Skills Plans	
SE0304	Performance agreements	
SE0305	Organisation Reports on HR	
SE0306	Impact Reports	


WM-09-WE04	Analyse and make recommendations/contributions for implementation of the organisations WSP	
Scope Work Experience		
WA0401	Analyse information to assist and support training needs where necessary	Tick
WA0402	Determine whether recommendation made are relevant training needs that meets required outcomes of the organisation	Tick
WA0403	Maintaining records of analysis and recommendations made Respond to queries regarding individual skills plans	Tick
WA0404	Assist with the completion of forms	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0401	Performance agreements	
SE0402	Staff appraisal forms	
SE0403	Individual Staff Skills Plans	
SE0404	Performance agreements	
SE0405	Organisation Reports on HR	
SE0406	Impact Reports	


Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Workplace practices, processes and procedures relevant to performance management
2	Company's code of conduct
3	Organisational procedures for internal and external communication and liaison with internal and external clients

334102002-WM-10, Apply ready for work standards to everyday work activities, NQF Level 5, Credits 25

WM-10-WE01	Apply ethics and values of the company to everyday business dealings	
Scope Work Experience		
WA0101	Sign the organisations Code of Conduct	Tick
WA0102	Apply the values and mission statement of the company to everyday working conditions	Tick
WA0103	Conduct ethical conduct and values towards customers and colleagues	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0101	Signed Code of conduct	
SE0102	Performance evaluation	
SE0103	Feedback Reports	
SE0104	Emails and memos	

WM-10-WE02	Apply appropriate personal and interpersonal skills to enhance smooth relations with internal and external stakeholders and promoting professional image of the organisation	
Scope Work Experience		
WA0201	Compile a guideline document on appropriate interpersonal skills to accurately deal with conflicts, confrontations and disagreements with internal and external stakeholders and circulate to colleagues	Tick
WA0202	Identify acceptable and non-acceptable professional image displayed by different stakeholders in a work environment and suggest remedial changes that will enhance the professional image appropriate/applicable to the organisation	Tick
WA0203	Compile a portfolio on a specific country on applicable customs and protocol and present this to your colleagues through a presentation on protocol procedures regarding greetings, personal space, etiquette and specific customs, as part of the preparation for receiving international guest/s	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0201	Guideline document	
SE0202	Feedback Reports	
SE0203	Portfolio of evidence	
SE0204	Emails and memos	

WM-10-WE03	Apply time management skills to all supportive tasks for the unit/division to be able to meet operational targets	
Scope Work Experience		
WA0301	Obtain from the supervisor the organisational guidelines with acceptable time lines for each activity against a standard norm	Tick
WA0302	Identify weaknesses in current work processes in terms of poor time management	Tick
WA0303	Identify the top time wasters that impact on the organisation's productivity with a view to minimizing their negative influence	Tick
WA0304	Plan the work and workflow to accomplish the set targets	Tick
WA0305	Identify the key activities required to complete a specific project and all tasks and work procedures are analysed and assigned to a specific time frame	Tick
WA0306	Analyse work processes and discover new ways to complete them efficiently	Tick
WA0307	Report on the targets and deviations	Tick
WA0308	Progress with work plans is monitored on an on-going basis and amendments are made where necessary	Tick
WA0309	Suggest ways of improving on productivity	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0301	Report on progress and achievements	
SE0302	Feedback reports	
SE0303	Schedules	
SE0304	Action plans	
SE0305	Email, faxes and mail responses	

WM-10-WE04	Inform colleagues on stress management techniques through a presentation	
Scope Work Experience		
WA0401	Identify two potential internal sources and two external sources of stress	Tick
WA0402	Prepare a presentation to colleagues on the symptoms of stress and the consequences of stress overload, and suggest ways in reducing unwanted stress	Tick
WA0403	Range evidence is required for three physical, three emotional, and three behavioural symptoms	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0401	Presentation on stress management	
SE0402	Email, faxes and mail responses	

WM-10-WE05	Identify and advise on barriers and discriminatory practices re disability	
Scope Work Experience		
WA0501	Identify disability barriers in the workplace	Tick
WA0502	Suggest possible remedial actions to improve disability access in the workplace	Tick
Supporting Evidence (For Employer Guidance Only – NO submission required)		
SE0501	Disability access improvement suggestions	

Contextualised Workplace Knowledge (For Employer Guidance Only – NO submission required)	
1	Relevant understanding of the organisation processes and procedures
2	The nature of the organisation code of conduct standards
3	Organisational procedures for internal and external communication and liaison with internal and external clients
4	Organisational procedures for employee wellness
5	Disability regulations

Knowledge and Practical Modules	Acknowledging that additional assignments are to be assessed by the Skills Development Provider	Tick
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External Integrated Summative Assessment	Acknowledging that the External Integrated Summative Assessment is to be Externally Assessed at an accredited Assessment Centre, quality assured by the relevant Quality Partner.	Tick
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We, the Employer and the Learner, declare that the above requirements were met and that they were monitored.

Declaration by Learner	Date	Learner Signature
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Declaration by Employer	Date	Supervisor Signature
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Office Use Only	Statement of Workplace Experience on file at Skills Development Provider	Thus, done and signed virtually using the last date of the parties above.
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