



Business Optimization
TTraining **I**Institute

Customer Service Excellence

**Learner Portfolio of Evidence
(Formative and Summative)**

Describe the impact of customer service on a business

US ID: 252244 | NQF: 1 | Credits: 6

Monitor the level of service to a range of customers

US ID: 242829 | NQF: 4 | Credits: 5

Learner Name: _____

Company: _____

Submission Date: _____

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Note to the Learner

The purpose of this POE is to provide the learners with process and requirements of successfully completing and submitting a Portfolio of Evidence for assessment against the unit standards of this learning programme.

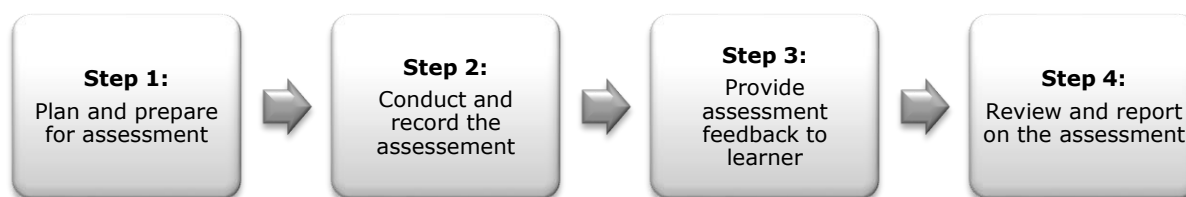
Assessment in Outcomes Based Education is not only focused on what learners can do but intends to develop learners holistically. In other words, learners are also required to demonstrate certain life-skills, which will not only enhance their learning, but will also ensure that these skills are transferable to their private lives.

In Outcomes-based education and training we use both formative and summative assessments:

- **Formative assessment** refers to assessment that takes place during the process of learning and teaching.
- **Summative assessment** is assessment for making a judgement about achievement. This is carried out when a learner is ready to be assessed at the end of a programme of learning.

Results initially collected for formative assessment, can be used for summative assessment, thus avoiding repetition.

Assessment Process



Letter Of Commitment From The Learner

You have been identified and nominated to be part of **Technology Innovation Agency's Customer Service Excellence (252244 & 242829)** program by means of your organisations' training committee as well as a Needs Analysis conducted by **Technology Innovation Agency**. To ensure effective training, your commitment to attend training and submit evidence of workplace application as required by the appointed assessor, is of utmost importance. This letter serves to confirm your commitment to the training program offered to you by your organisation.

Declaration of commitment:

I undertake to fulfil all the requirements of the assessment practices as specified by the assessor and service provider.

Company Name: _____

Full names of learner: _____

Signature: _____

Date: _____

Nominated by:

Name and Surname _____

Position in company _____

Signature: _____ Date: _____

Learner Information

Name & Surname	
ID Number	
Age	
Address	
Telephone number (Cell)	
Telephone number (Other)	
Gender	
Race	
Nationality	
Geographical Area	
Course	
Mentor/s	
Facilitator/s	
Next of Kin details	
Commencement Date	
Estimated completion date	
Submission date	

Unit Standard Information

SAQA	Unit Standard Title	Level	Credits
252244	Describe the impact of customer service on a business	1	6
242829	Monitor the level of service to a range of customers	4	5

Instructions & Memorandum of Assessment

You will be required to complete the following sections of this document which forms part of your overall assessment.

Section 1: Formative Assessment

The formative assessment activities and questions in this section count towards your overall competence and prepare you for the summative assessment to follow. Ensure that all the questions are answered in filled giving examples where asked.

“Formative Assessment refers to assessment that takes place during the process of learning and teaching” (SAQA: Criteria and Guidelines for Assessment Policy Document, pg. 26).

1.1 Classroom: Formative Knowledge Questionnaire

This knowledge-based questions will be based on the outcomes and content of your classroom training session. Please answer all the questions provided as this will also form part of your portfolio of evidence.

1.2 Classroom: Practical Assessment Activities and Assignments

These activities will be completed during the classroom or facilitation session and can be found in the learning material.

Section 2: Summative Assessment

“Summative Assessment is assessment for making a judgement about achievement. This is carried out when a learner is ready to be assessed at the end of a programme of learning” (SAQA: Criteria and Guidelines for Assessment Policy Document, pg. 26).

2.1 Observational Assessment and Workplace Assignments

To be completed in the workplace by your facilitator and / or assessor based on your performance at the end of the course.

2.2 Summative Knowledge Assessment

Please complete the assignment by following the instructions provided.

2.3 Personal Narrative

The personal narrative offers a chance for you to reflect on the requirements of the required outcomes and reflexive competence in the application of the learning.

2.4 Witness Testimony

The witness testimony consists of a testimonial based on your performance as observed / reviewed by your Supervisor / Manager in the workplace.

2.5 Logbook

Please complete the Logbook by following the instructions provided.

Learner Assessment Plan

Please tick next to the unit standards you are being assessed against.

US ID	UNIT STANDARD TITLES	NQF level	Credits	✓
252244	Describe the impact of customer service on a business	1	6	
242829	Monitor the level of service to a range of customers	4	5	
Activity	Evidence of activity will be found where	Place & planned date of activity	Date Completed	
Training	Classroom training registers	Training Provider Date:		
Self-assessment	Assessment contract signed & dated	Learner file Date:		
Assessment contract	Assessment contract signed & dated	Learner file Date:		
Initial meeting	Assessor briefing checklist	Learner file Date:		
Unit Standard No	Assessment contract & assessment plan	Learner file Date:		
Formative Assessment	Assessment instruments	Learner file Date:		
Summative Assessment	Assessment instruments	Learner file Date:		
Other Evidence	Research portfolio (if applicable)	Learner file Date:		
Feedback	Feedback Report	Learner file Date:		
Moderation	Moderator's report	Learner file Date:		
Judgement	Assessor Summary Report / Moderator report	Learner file Date:		
1 st Reassessment	Assessors' summary report / instruments	Learner file Date:		
2 nd Reassessment	Assessors' summary report / instruments	Learner file Date:		

Special arrangements for assessment

Place
Language
Resources
Barriers

People to be involved with assessment

Learner:	Manager:
Trainer:	Mentor / Coach:
Assessor:	Moderator:

Next steps for learning

Resources required for this assessment

Guidelines to the learner:

Learners Full Name: _____

Learner's signature: _____

Date: _____

Assessors Name: _____

Assessor's signature: _____

Date: _____

Assessment Appeals Procedure

1. A learner has the right to appeal under the following circumstances
 - If the laid down assessment procedures were not followed during assessments
 - If not all evidence available was considered during the assessment
 - The assessor was not a subject matter expert or did not have a subject matter expert during the assessment process
 - The assessor did not assess according to the performance criteria and range statement stipulated in the unit standard
 - Not all the range items were available for assessment

2. A learner bringing an appeal against a decision of the assessment will lodge such an appeal with the assessor and the internal moderator within 2 days of the assessment feedback session.

3. A learner bringing an appeal should complete the “Learner’s Notice of Assessment Appeal” form before the Appeal Hearing. The form should be handed to the internal moderator or a representative of the SETA.

4. Should the internal moderator re-affirm the assessor’s decision, the learner may appeal to the external verifier within 2 days after the initial moderator’s feedback session. The external verifier’s decision will be final. Should the external verifier re-affirm the assessors’ decision, the cost for re-evaluation will be upon the learner. Should the verifier’s decision differ from the assessor’s decision, the cost for re-evaluation will be borne by the assessor.

Learner’s signature: _____

Date: _____

Assessment Appeal Application Form

Learner's Notice Of Assessment Appeal

TO: The Internal Moderator

A meeting with the internal moderator is hereby requested to discuss the outcome of my assessment.

Internal moderator name _____

Date of submission: _____

Name of employee assessed: _____

Name of Assessor: _____

Date of feedback session: _____

Grounds for Appeal

No	Tick the applicable ground(s) for appeal	Tick
1	The assessment did not follow the laid down procedure	
2	Not all evidence available was considered during the assessment	
3	The assessor was not a subject matter expert nor was a subject matter expert present during the assessment process	
4	The assessment was not according to the performance criteria and the range statement stipulated in the unit standard	
5	Not all the range items were available for the assessment	

Reasons for Appeal

No	Please give detailed reasons for the choice(s) above
1	
2	
3	
4	
5	

Learner's signature: _____

Date: _____

Employee witness: _____

Date: _____

Pre-Assessment Meeting Checklist

Points Assessor must cover in the initial meeting with the learner - Please tick

Item	Points to be covered	Tick
1	Welcome the candidate and put them at ease	
2	Explain the purpose of the meeting (why you are there and how long the meeting will take)	
3	Explain the <ul style="list-style-type: none"> ▪ NQF ▪ Credits ▪ Certification process ▪ Learning pathways 	
4	Explain <ul style="list-style-type: none"> ▪ Who is involved in the assessment and their role (learners, coach, assessors, managers, moderators) ▪ Principles of assessment (fairness, confidentiality, validity, sufficiency) 	
5	Explain the assessment process? <ul style="list-style-type: none"> ▪ Check learner readiness for assessment (logbook / self-assessment) ▪ Assessment contract to be completed ▪ Preparation of learner (this meeting) ▪ The assessment (observation and knowledge questionnaire) ▪ Judgement of the evidence ▪ Outcome of assessment (competent, not yet competent, need further evidence) 	
6	Give Learner copies of the following documentation and explain each document <ul style="list-style-type: none"> ▪ The Assessment Guide which includes <ul style="list-style-type: none"> ○ The relevant unit standard (s) ○ Assessment contract ○ Assessment plan ○ Observation checklist ○ Knowledge checklist 	
7	Discuss the assessment plan (complete the assessment plan document) <ul style="list-style-type: none"> ▪ Allow the learner to participate in the decisions made ▪ Agree on dates, time and venue for the assessment and feedback ▪ Agree on evidence the learner can submit ▪ Agree and explain the assessment methods ▪ Identify and discuss special assessment needs of the candidate ▪ Identify and eliminate unfair barriers (language, disability etc) ▪ Discuss and agree on witness requirements 	
8	Tell the candidate his/her rights and responsibilities, the assessment procedures, and policies <ul style="list-style-type: none"> ▪ How many times they may be assessed? ▪ Appeals process / procedure ▪ Reassessment policy 	
9	Ensure the assessment environment is appropriate or make special arrangements	
10	Discuss moderation	
11	Allow the learner opportunity to clarify any items discussed	

Learner declaration of acceptance of assessment instruments and relevant documentation: Date:

Learners Name:

Signature

Assessors Name:

Signature:

Section 1: Formative Assessment

Instructions to the Learner: The following questions must be answered in full giving examples where asked. Please read all the questions carefully and take time to consider your answer before recording it.

Section A: Knowledge Questions

UNIT STANDARD: 252244 Describe the impact of customer service on a business

Important Note: Should any additional information / documents be required or attached, kindly ensure that you have referenced them accurately as identified in each section.

Essential Embedded Knowledge

1. Explain the importance of having guidelines and policies in place that deal with customer service in an organisation.

Essential Embedded Knowledge

2. List four (4) general principles of customer service.

Essential Embedded Knowledge

3. Explain what is meant by the term consumer rights.

Essential Embedded Knowledge

4. Identify the possible impact of providing efficient customer care on normal business operations.

Choice A	Choice B	Choice C	Choice D
This is a waste of time and money	It may require additional work but increases customer satisfaction	It may result in more dissatisfied customers	There will be no impact from this

UNIT STANDARD: 242829 Monitor the level of service to a range of customers

Essential Embedded Knowledge

SO4 AC 1

1. Identify the impact of receiving regular feedback from customers and staff regarding customer service delivery.

Essential Embedded Knowledge

SO2 AC 2

2. Explain the benefits of a satisfied customer to the organisation.

Essential Embedded Knowledge

SO2 AC 3

3. Identify the consequences of poor service delivery on the organisation.

Choice A	Choice B	Choice C	Choice D
Increased Sales	Increased Customer Base / Clientele	Increased Customer Complaints	Improved overall effectiveness

Essential Embedded Knowledge

4. Identify the consequences of poor service delivery on staff member.

Choice A	Choice B	Choice C	Choice D
Disciplinary Actions	Increased Salary	Promotion	Improved Communication

Section B: Assignment / Tasks

Instructions: Kindly read through the following practical assignments and tasks carefully to ensure that you clearly understand what is required of you.

Ensure that you complete each assignment / task in full and collect / record and reference all required evidence as indicated in every assignment / task.



Formative Assignment Checklist

Task / Assignment	Description and Instructions	Tick to confirm completion of the assignment or task
<p>Assignment 1</p> <p><i>Reference:</i> 242829 SO1 AC1-2</p>	<p>Diagram: Supply Chain</p> <p><i>Instructions:</i> Create a diagram to illustrate the supply chain as applicable to your own organisation. You can draw your own diagram or make use a template provided (if applicable).</p> <p>Your diagram should also clearly illustrate the flow of supply / goods as well as the internal and external customers to your business.</p> <p>Record your diagram on a separate sheet of paper and mark it as follows: Assignment 1 242829 FA.</p>	
<p>Evidence Requirements</p>		
<p>Assignment 2</p> <p><i>Reference:</i> 242829 SO 2 AC1 SO3 AC1-2 SO4 AC1</p>	<p>Report: Key Performance Areas</p> <p><i>Instructions:</i> Write a short report to identify the key performance areas of your team when evaluating the level of customer service achieved.</p> <p>Your performance areas should directly relate to the SOP of your organisation.</p> <p>Present your report to your supervisor for comments and feedback.</p> <p>Record your report on a separate sheet of paper and mark it as follows: Assignment 2 242829 FA.</p>	

Declaration Of Authenticity By Learner

This is to verify that the above work is authentic and my own.

Learners Name: _____ Learners Reg No: _____

Learners Signature: _____ Date: _____

FOR ASSESSOR

File Checked:

Date	Assessor Signature

This is to verify that the learner has completed all the above satisfactorily and is ready to progress to Summative Assessment.

Assessor Name: _____ Assessor Reg. No: _____

Assessor Signature: _____ Date: _____

Classroom Workbook

Instructions to the Learner: The following section requires you to check and confirm the completion of all the activities and questions in your learner manual.

Formative Assessment Activities: Learner Manual

Instructions: Check to confirm that you have sufficiently completed all the questions and activities found in your learner manual as instructed by your facilitator during the facilitation session.

N.B.:

The learner manual must be submitted with your completed POE for assessment.

2.1.1 Learner Confirmation:

I agree that I have checked my learner manual to confirm that I have completed all the questions and activities which are required by me and as indicated by my facilitator.

Please mark (x) next to the corresponding answer	
Yes	No

2.1.2 Learner Signature:

Learners Name: _____

Learners ID No: _____

Learners Signature: _____ Date: 202__ / __ / __

Section 2: Summative Assessment

Section A: Knowledge Questions

Instructions to the Learner: The following questions must be answered in full giving examples where asked. Please read all the questions carefully and take time to consider your answer before recording it.

UNIT STANDARD: 252244 Describe the impact of customer service on a business

Important Note: Should any additional information / documents be required or attached, kindly ensure that you have referenced them accurately as identified in each section.

US REFERENCE: SO1 AC1

1. List the two different types of customers commonly encountered within a business and explain each one briefly.

US REFERENCE: SO1 AC2

2. Explain the value and importance of a customer to the business.

US REFERENCE: SO1 AC3

3. Explain the typical role that a business plays to meet the needs of a customer. Make use of an example to explain your answer.

US REFERENCE: SO1 AC4

4. Explain the typical role that a staff member of a business plays to meet the needs of a customer. Make use of an example to explain your answer.

US REFERENCE: SO1 AC5

5. Make use of the space below to draw a diagram that illustrates the chain of customer service followed in your organisation.

US REFERENCE: SO1 AC6

6. Explain what is meant by the term “moments of truth” in dealings with customers.

US REFERENCE: SO1 AC7/SO2AC3

7. Explain your own role as it applies to the “moment of truth” within customer service.

US REFERENCE: SO2 AC1

8. List two (2) customer service standards applied by your organisation.

US REFERENCE: SO2 AC2

9. List two (2) common customer service expectations experienced in your organisation.

US REFERENCE: SO2 AC4

10. Explain how a competing business can be a threat to the success of your organisation.

UNIT STANDARD: 242829 MONITOR THE LEVEL OF SERVICE TO A RANGE OF CUSTOMERS

Instructions to the Assessor: The following questions must be answered in full giving examples where asked. The assessor can refer to formative assessment evidence where available.

US REFERENCE: SO 1 AC 1

1. Identify and explain the supply chain for your organisation.

US REFERENCE: SO 1 AC 2

2. Identify the internal and / or external customers dealt with by your team leader.

US REFERENCE: SO 2 AC 1

3. Identify the key performance areas of your team in terms of providing customer service.

US REFERENCE: SO 2 AC 2

4. Explain the importance of maintaining and achieving the required customer service levels in your organisation.

US REFERENCE: SO 2 AC 3

5. Identify and explain the consequences of poor service on your organisation`s objectives.

This is to verify that the above work is authentic and my own.

Learners Name: _____ Learners ID No: _____

Learners Signature: _____ Date: _____

FOR ASSESSOR**File Checked:**

Date	Assessor Signature

This is to verify that the learner has completed all the above and has achieved competence.

Assessor Name: _____ Assessor Reg. No: _____

Assessor Signature: _____ Date: _____

Summative Assignments

Instructions: The following Assignments must be completed by yourself in full. Read the instructions carefully and ensure that you cover all the requirements of the Assignments thoroughly.

Assignment 1: Respond to a Customer Complaint

Objective: You are required to type and compose a formal letter in response to a customer's complaint which have been received by your company. Your letter should adequately address the customer's concerns and reassure them that their complaint will be dealt with promptly.

Instructions: Consult with relevant stakeholders / staff in your organization for assistance and guidance where required. Follow these steps to complete your Assignment:

- **Step 1:**
 - Carefully read the complaint letter received to ensure that you understand the underlying meaning and the client's viewpoint.
 - Identify and infer the meaning of unfamiliar and ambiguous words where appropriate.
 - Brainstorm with your supervisor to identify the at least two different / suitable ways to resolve the matter.
- **Step 2:**
 - Separate the main ideas from the supporting evidence and summarize the problem.
- **Step 3:**
 - Write the response letter to the complaint taking into consideration to offer a suitable solution to the problem identified by the client.

Outcome: Ensure that your letter is concise, accurate and correctly addressed as per your organizational requirements.

Evidence requirements: Complete your typed business letter assignment on a separate sheet of paper and mark it as reference Assignment 1 SA.

Customer Complaint Letter Received

"Dear Sally's, Day-care representative,

I'm writing to inform you that I had a negative experience at your location in Pretoria, Gauteng on August 4th. My account number is 512, and the person who handled my complaint was named Melissa. First, I recognize that you, as the reader of this letter, are not responsible for my bad experience, but I am still upset about the situation.

I went to reception desk and asked for a statement for my account. When I received my statement, I checked that all my previous payments have been deducted from the account and noticed that my last two months payments for your childcare services does not show on the account.

I then returned to Melissa and asked her why my previous payments which I have made is not reflecting on the statement. She then abruptly informed me that if the payments are not shown on the

statement then I never paid it. She also continued to warn me that if I do not pay the amount shown on the statement immediately that they will not continue to provide the day-care service to my child. I then asked her to please investigate the payments as I have proof of the payments which I have made at home which I will bring into her office the next morning. She then shrugged me off and said that they don't have time for "non-paying" clients.

In addition to this allegation being false, it was also extremely inappropriate. I was so upset by the situation and shocked at her accusation that I left the premises without having the issue resolved. To fix this situation, I would like a discount and perhaps an apology from Melissa. I have attached the proof of payments to this letter.

Best,
Jim Korkell

Important Hint:

As part of your evidence, please record your interaction with staff or clients of the business which you have contacted or consulted with to gather information for this Assignment.

Assignment 2: Printed Welcoming / Introduction Letter

Objective: You are required to type and compose a welcoming / introduction letter that will introduce a new client to your company. The letter should be correctly formatted (business letter) and addressed correctly.

Instructions: Consult with relevant stakeholders / staff in your organization for assistance and guidance where required. Ensure that your typed letter includes:

- Welcoming statement to introduce them to your company
- What customer service your company provides
- Who to contact for assistance or support?

Outcome: Ensure that your letter is concise, accurate and correctly addressed as per your organizational requirements.

Evidence requirements: Complete your written business letter assignment on a separate sheet of paper and mark it as reference Assignment 2 SA.

Assignment Preparation Notes:

Important Hint:

As part of your evidence, please record your interaction with staff or clients of the business which you have contacted or consulted with to gather information for this Assignment.

Assignment 3: Press Release in response to a Customer Complaint

Introduction: Conduct research and gather information to determine the best strategy to write an effective press release which will respond to a public complaint received by your company over the radio.

The Complaint:

The complaint was made by a customer to your organisation on a local radio station. The customer identified that they have made use of your services recently and were totally dissatisfied with the quality of service which they have received.

The customer's experience:

"Here's the story: I was hosting a party for 150 people and needed catering prices 7 weeks prior to party to review bids, select a caterer, or determine another venue. I had a drop-dead due date and explained that to your company. When I contacted your company for assistance, you assured me that you will deliver by the morning of the due date. Then, on the date of delivery, nothing arrived. I then contacted your company to follow up and I was told that the agent that assisted me is on vacation, and I should phone back in two weeks.

I was fuming. When I finally reached the assistant manager to determine how they could have made such an error, he said "I decided you didn't need it by your due date." I was appalled. How could they decide my due date? I did contact the management office and heads did roll. This was not lost business from this one event, but there were 5 hosts involved (their friends) and word of mouth travels fast. While management appreciated my comments, they were foolish in not throwing me some type of bone to offset the situation. In a world where it's tough to get business, this is not acceptable."

A formal complaint was lodged with your customer service department. According to the customer and your company records, no action was taken to-date to resolve the customer's problem.

Instructions: Write a press release that can be aired over the local radio station in response to the customer's complaint. Consult with relevant stakeholders / staff in your organisation for assistance and guidance where required.

Outcome: Complete this assignment by following the three steps below.

Step 1: Plan your statement first by specifying all the actions (consultations / information gathering etc.) which will be required.

Step 2: Write a draft copy of your statement and present it to your supervisor / manager for review.

Step 3: Make the necessary changes and produce your final / edited version.

The following must be attached to this assignment:

- **Planning** of the statement. (**Assignment 3 Planning SA**)
Conduct research by liaising with your supervisor/management and brainstorm some ideas which could be included in the media statement. Sort the information logically by drawing a diagram to detail the various arguments/facts which you will address in your statement.
- **Draft** copy (**Assignment 3 Draft SA**)
Write a draft version of your statement and ensure that the grammar, style, and register selected are appropriate to the audience, purpose, and context.
- **Final/edited** version. (**Assignment 3 Final SA**)
Review your draft version and edit out any mistakes, fix sentences / paragraphs and finalize the layout of your statement for final use. Write your final version of your statement.

Important Hint:

As part of your evidence, please record your interactions with any stakeholders in the field which you have contacted or consulted with to gather information for this Assignment.

Assignment 4: Customer Service Research Assignment

Instructions: Conduct research and gather information regarding different types of competing organisations in your geographical area to compare the level of customer service offered by each.

Objective: Identify three (3) different and competing organisations functioning within your industry and follow the next steps to complete your research Assignment:

Step 1: Consult with your supervisor to obtain a written list of factors which your research should address to analyse the customer service of each organisation effectively.

Step 2: Select a suitable method to gather information on the various organisations. Your methods may include but are not limited to questionnaires, interviews, publications, marketing materials etc.

Step 3: Gather information on each organisation and complete the Research findings into the tables below.

Step 4: Analyse your findings and compile a Report based on your research conducted which includes:

- The identified factors which your research is addressing.
- A summary of your analysis based on the findings of your research.
- A comparison diagram or chart that shows the “results” of all three (3) organisations which you have researched.

Summary of findings

Guidelines to improve the level of customer service

Organisation C

Products and Services	Types of Customers	Current Service Standards

Summary of findings

Guidelines to improve the level of customer service

Important Hint:

As part of your evidence, please record your interaction with staff or supervisors of the business which you have contacted or consulted with to gather information for this Assignment.

This is to verify that the above work is authentic and my own.

Learners Name: _____ Learners ID No: _____

Learners Signature: _____ Date: _____

FOR ASSESSOR**File Checked:**

Date	Assessor Signature

This is to verify that the learner has completed all the above and has achieved competence.

Assessor Name: _____ Assessor Reg. No: _____

Assessor Signature: _____ Date: _____

Feedback Section

Comments from Learner:

Judgement Report

Meets the requirements:

Does not meet the requirements:

Requires additional evidence:

Requires another assessment:

Can continue to the next assessment:

Requires another assessment by another assessor:

Action required:

By when:

Assessor's Feedback Remarks

Declaration by Learner			
<p>I, _____ declare that I am satisfied that the feedback given to me by the Assessor was relevant, sufficient, and done in a constructive manner. I accept the assessment judgment and have no further questions relating to this assessment instrument.</p>			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 5px;">Learner Name & Signature Date</td> <td style="width: 33%; padding: 5px;">Assessor Name & Signature Date</td> <td style="width: 33%; padding: 5px;">Moderator Name & Signature Date</td> </tr> </table>	Learner Name & Signature Date	Assessor Name & Signature Date	Moderator Name & Signature Date
Learner Name & Signature Date	Assessor Name & Signature Date	Moderator Name & Signature Date	

Assessment Decision And Declaration

Indicate with a tick in the relevant sections:

The learner has not submitted sufficient evidence and is therefore not yet competent	
The learner is required to submit additional evidence against the following:	
The learner is required to improve in the following:	
The learner is required to be reassessed:	
The learner is required to be assessed by another assessor:	
The learner has submitted evidence that is valid, relevant, current, sufficient, and authentic against all the listed specific outcomes and covered all range statements and critical cross field outcomes	
The learner is competent against the listed unit standards	
The learner can be issued with a unit certificate	
The learner has completed a full qualification	

Assessors full name & signature	Date

Declaration by Learner		
I, _____ declare that I am satisfied that the assessment conducted by the Assessor was relevant, sufficient, and constructive. I accept the assessment decisions and have no further questions relating to this assessment process.		
Learner name & sign Date	Assessor name & sign Date	Moderator name & sign Date

Reassessment Decision	
The learner has submitted evidence that is valid, relevant, current, sufficient, and authentic against all the listed specific outcomes and covered all range statements and critical cross field outcomes	
The learner is competent against the listed unit standards	
The learner can be issued with a unit certificate	
The learner has completed a full qualification	

Assessors full name & signature	Date

Declaration by Learner		
I, _____ declare that I am satisfied that the assessment conducted by the Assessor was relevant, sufficient, and constructive. I accept the assessment decisions and have no further questions relating to this assessment process.		
Learner name & sign Date	Assessor name & sign Date	Moderator name & sign Date

Evaluation Of Assessment					
Learner Name		Assessor name			
Unit Stds		Date			
Review dimension	Learner Yes / No	Assessor Yes / No		Action	
Were the principles / criteria for good assessment achieved?					
Did the assessment relate to the registered standard?					
Was the assessment practical?					
Was it time efficient and cost-effective?					
The assessment did not interfere with my normal responsibilities?					
Was the assessment instrument fair, clear, and understandable?					
The assessment judgment was made against set requirements?					
Was the venue and equipment functional?					
Were special needs identified and the assessment plan adjusted?					
Was feedback and communication constructive?					
Was an opportunity to appeal given?					
Was all evidence recorded?					
Were the review / evaluation process apparent and user friendly?					

Learner Declaration of Understanding		
I am aware of the moderation process and understand that the moderator could declare the assessment decision invalid		
Learner Name & Sign Date	Assessor Name & Sign Date	Moderator Name & Sign Date