



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

NQF LEVEL 2

INTEGRATED **S**UMMATIVE **A**SSESSMENT **T**ASK

PROGRAMME ISAT:

OFFICE ADMINISTRATION

2015 – 2017

This document consists of 13 pages.

SECTION 1: INTRODUCTION

1. Practical purpose and value of the ISAT to the workplace

Students are provided an opportunity to demonstrate their practical competence in an office environment. This involves establishing rapport with clients, attending to customer enquiries, as well as being efficient in performing office duties. The way the student executes his/her tasks, has a direct influence on the public image of the company.

2. Scope of the ISAT

Task 1:

Role-play	Professional dress, meeting people	B Pract T1, T2, T4, O Pract T3	Knowledge & Skills Communication, Problem solving, Security, Reasoning, Alertness, Courtesy, Empathy, Listening, Etiquette
	Security	O Pract T1	
	Personal behaviour, ethics	B Pract T1, T2, T4, O Pract T2, T3	
	Customer enquiries	O Pract T 2	
	Directing visitors, business introduction	O Pract T 3, B Pract T1, T2, T4	

Task 2:

CREATION OF TEMPLATE DOCUMENTS			<u>Knowledge & Skills</u> Typing skills, Computer skills, Accuracy, Creativity; Knowledge of letterhead formats, creation of business templates.
Task 2.1	Letterhead which includes the logo of the organisation	ODP Topic 8: SO 8.1-8.2	
Task 2.2	Advertisement brochure for the organisation;	ODP Topic 8: SO 8.3	
Task 2.3	Business cards for the Manager of the organisation.	ODP Topic 8: SO 8.3	

Task 3:

Task 3.1	Copies	O Pract T5	Knowledge & Skills Accuracy, Operating Skills, Knowledge on mailing letters, evidence keeping
Task 3.2	Mail	O Pract T6	
Task 3.3	Recording of mail	O Pract T6, T7	
Task 3.4	Fax	O Pract T5, T7	

3. ISAT overview

Task	Sub-Task	Activity	Time Allocation	Mark Allocation
1	1	Role-play receiving and directing guests	10 min	50
	2	Follow security procedures		
2	1	Create a letterhead for a business	90 min	50
	2	Create a brochure using MS Publisher		
	3	Create business cards using MS Publisher		
3	1	Two printed copies	20 min	50
	2	Attach documents and mail a letter		
	3	Record mail in a mail register		
	4	Fax		

4. Resource requirements

- 4.1 Computer and printer
- 4.2 Fax machine
- 4.3 Copier
- 4.4 Simulated reception area
- 4.5 Visitor's card
- 4.6 Visitor's register
- 4.7 Mail register
- 4.8 Fax cover letter
- 4.9 Drafted letterhead information
- 4.10 Drafted advertisement
- 4.11 Drafted business cards
- 4.12 Printing paper
- 4.13 Envelope (size DL)
- 4.14 Stamps or 37mm x 70mm mailing labels
- 4.15 Pen

5. Assessment

Task 1:

- Assessment will take place in a simulated reception area. This implies that a visitors register with visitors cards must be available.
- Each student must play the role of the receptionist. Assessment will **only** be done on the receptionist, but to assist him/her in the role-play, 2 students are needed to play the role of a guest and of a hotel manager.

➤ **Assessment tool: Rubric**

Task 2:

- Each student must make a draft copy of the documents that they must create and use it to create the typed documents.
- The final assessment will be done in the Office Data Processing computer classroom, under strict supervision of the lecturer. No group work or conversation will be allowed.

➤ **Assessment tools: Checklists and rubric**

Task 3:

- Assessment will be done in a simulated office environment under strict supervision of 3 invigilators.
- 3 students at a time will be rotating between the 3 stations in the simulation room (copier, mail, fax machine).
- Each station will have an invigilator, to make sure all work done by students is done without the help of any outsiders.
- Each student will use the documents printed in Task 2 - letterhead, brochure, business cards.
- Make one copy each of the letterhead and brochure.
- Mail the letterhead to the publisher.
- Fax the brochure to the client (use your campus fax number OR the free fax to e-mail number created by the facilitator).

➤ **Assessment tools: Checklists and a rubric**

Assessment Tools:

The following assessment tools are provided in Section 3 for the full conduct of the assessment of the ISAT:

- Task 1: Rubric
- Task 2: Checklists and a rubric
- Task 3: Checklists and a rubric

SECTION 2: INSTRUCTIONS TO LECTURERS

1. Study the ISAT task described in **SECTION 1**.
2. **“INSTRUCTIONS TO STUDENTS”** must be given to each student sufficiently in advance for preparation and fulfilment of the ISAT task.
3. Because of time constraints, the 3 tasks cannot be done in one session and will be done in 3 different stages throughout the year.
Task 1 (role-play) can be done independently.
Task 3 cannot be done before task 2 is completed.
4. Task 1: divide students into groups of 3. One student will act as a receptionist, one as a guest, and one as hotel manager. Let the students use their creativity and conduct a role play on different matters where the hotel manager is involved. Students rotate roles in order to be assessed as a receptionist.
5. Task 2: assessments are done in the Office Data Processing computer laboratory classroom. Make sure that tasks are done independently without help from outsiders. The printouts must be used for assessment in Task 3.
6. Task 3: divide the class into groups of 3, so that they can each rotate between the assessments done at the copier, fax and mail-station. Students must make sure they bring along their extra printouts of Task 2 (Letterhead and Brochure), before they do Task 3 assessment.
7. The fax must be sent from the simulation room to your campus administration office. *Make sure you provide the correct fax number to your students. At campuses not having faxing facilities, the fax cover letter will be required from the student but the actual faxing procedure should be written down and explained in detail to the facilitator, and filed as part of the ISAT evidence. Alternatively the facilitator can create a free fax to email number (086 number) for this specific task.*

8. Allocate tasks per student by means of a clearly set out timetable.
9. Provide clear instructions on execution of the ISAT, including dates, times, access to resources etc.
10. Carefully note the requirements of the Assessment Tools provided in **SECTION 3**. Students **MUST** only receive the rubric and NOT checklists. The checklist is for the lecturer to facilitate fair and accurate marking.
11. All arrangements for ordering of consumables, preparation of workshops and simulation areas, staff deployment, added facilities and requirements, record sheets, answer sheets, etc. must be made well in advance to ensure the successful conduct of the ISAT
12. Task 1: Make sure that the simulated reception area has a
 - visitors register
 - visitors card
 - reception desk OR a desk for the receptionist
 - receptionist's chair
 - pen
13. Task 2: Make sure that each student has:
 - A4 printing paper
14. Task 3: Make sure the simulated enterprise has
 - a fax machine
 - fax cover
 - a copier
 - printing paper
 - mail register
 - stamps or 37mm x 70mm mailing labels
 - a stapler and staples
15. Student performance in the ISAT must conclude with a record of the student's performance. See **SECTION 4**.

SECTION 3: ASSESSMENT TOOLS**TASK 1: RUBRIC**

STUDENT NAME		ID		DATE	
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	Criteria	Outstanding	Highly competent	Competent	Not yet competent	Mark Achieved
1	Professional Dress	Very professional (4)	Mostly professional (3)	Partially professional, too casual (2)	Not professional at all (1)	
2	Non verbal language: Eye Contact	Good eye contact is made constantly (6)	Eye contact is mostly made (4)	A little eye- contact is made (2)	No eye contact is made (1)	
3	Friendliness	Sincere friendliness (6)	Insincere friendliness (6)	A little friendliness shines through (4)	Not friendly (2)	
4	Tone of voice	Smiling, enthusiastic, friendly, clear (4)	Voice is not always friendly, enthusiastic and clear (3)	Voice shows little enthusiasm, not friendly, very soft, not clear (2)	Voice shows no enthusiasm, or friendliness, very soft, not clear (1)	
5	Non verbal language: Body Posture	Good posture, Stands up to greet customer, shows total interest in client (4)	Body posture doesn't always show total interest in client (3)	Doesn't stand up to greet client, lack of good body posture (2)	Slouches, shows little/no interest in client's presence (1)	
6	Language	Receptionist uses good professional language (8)	Receptionist sometimes uses incorrect and/ inappropriate language (6)	Receptionist mostly uses incorrect language (4)	Difficult to fully understand what the receptionist says (2)	
7	Security	Signs visitor's register, issues visitor's card, follows firearm procedure (6)	Signs visitor's register, issues visitor's card (4)	Signs visitor's register (2)	No security procedures are followed (0)	
8	Rapport	Excellent rapport established (4)	Good rapport established (3)	Rapport only partially established (2)	No rapport established (1)	
9	Business introduction	Friendly, uses correct names, Mr or Ms (4)	Uses correct names, Mr or Ms (3)	Doesn't introduce correctly, uses first names (2)	Doesn't introduce at all (1)	
10	Closing interaction	Friendly, enquires if the matter was addressed, have a nice day (4)	Friendly, have a nice day (3)	Not friendly, good bye only (2)	No farewell greeting at all (1)	

LECTURER'S SIGNATURE:		SCORE out of 50 = %
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TASK 2: Assessment Checklists

NB: All student marks must be transferred to the accompanying rubric for final allocation of student marks. These checklists **MUST NOT** be given to the students, **ONLY** the rubric.

Task 2.1: Assessment Checklist - Letterhead

Criteria	Actual mark	Student mark
Name of hotel	1	
The hotel names stands out from the rest of the information	1	
Grouping of contact details is correct		
• Mailing address: street address, city, postal code	1	
• Telephone Number and fax number	1	
Formatting is easy to read		
• Font	1	
• Font size	1	
• Bold, italics	1	
Used appropriate line spacing	1	
Used appropriate margins	1	
Inserted an appropriate image or logo	2	
Placement or alignment of information creates a professional look with enough white space (not overcrowded)	2	
Accuracy (deduct a maximum of 3 errors)	3	
TOTAL	16	

Task 2.2: Assessment Checklist - Brochure

Criteria	Actual mark	Student mark
Hotel name	1	
Logo (same as Task .1)	1	
Location - Contact details		
• Mailing address: street address, city, postal code	1	
• Telephone Number and fax number	1	
Specify 3 surrounding/local attractions	3	
Specify 4 services on offer (facilities, venues, rooms, etc.)	4	
Tagline or slogan to communicate hotel's objectives	2	
Additional pictures to enhance the information in the brochure	1	
Accuracy (deduct a maximum of 4 errors)	4	
TOTAL	18	

Task 2.3: Assessment Checklist - Business Cards

Criteria	Actual mark	Student mark
Name of individual	1	
Job title	1	
Contact details <ul style="list-style-type: none"> • Address • Phone/fax 	1 1	
Correctly themed and matches letterhead including a tagline/slogan to communicate the hotel brand	2	
Accuracy (deduct a maximum of 2 errors)	2	
TOTAL	8	

TASK 2: Assessment Rubric – Create Templates

Task 2.1: Create a letterhead created (Total marks = 16)						
Criteria	Not yet competent (0-49%)	Competent (50-69%)	Highly competent (70-79%)	Outstanding (80-100%)	Maximum Marks	Mark Achieved
Design concept of letterhead (see checklist)	Displays little/no understanding of creating a letterhead that is clear, conveys contact information, and represents the hotel. (0-7)	Displays a basic understanding of creating a letterhead that is clear, conveys contact information, and represents the hotel. (8-10)	Displays good understanding of creating a letterhead that is clear, conveys contact information, and represents the hotel. (11-12)	Displays advanced understanding of creating a letterhead that is clear, conveys contact information, and represents the hotel. (13-16)	16	
Task 2.2: Create a brochure (Total marks = 18)						
Design concept of brochure (see checklist)	Displays little/no understanding of the subject matter. Content lacks a clear point of view and logical sequence of information. (0-8)	Displays sound understanding, knowledge and comprehension of the task. Content is interesting but vague in conveying the hotel's objectives. (9-12)	Displays reflective insight and comprehension of the task. Content is written with a logical progression of ideas and communicates the hotel's objectives. (13)	Displays good, reflective insight and comprehension of the task. Content is clear and concise with a logical progression of ideas and clearly communicates the hotel's objectives. (14-18)	18	
Task 2.3: Create business cards (Total marks = 8)						
Design concept of business card (see checklist)	The business card is not clear and communicates vaguely to the intended audience. (0-3)	The information in the business card communicates contact details and brand information for its intended audience. (4-5)	The information in the business card clearly communicates contact details and branding information for its intended audience. (6)	The business card communicates relevant information appropriately and effectively. Contact details and branding stands out. (7-8)	8	
Task 2.1, 2.2, 2.3: Overall impression (Total marks = 8)						
Creativity and flair	The student shows little or no skill in creating a high quality letterhead, brochures and business card design. (0-1)	The student shows basic skill in creating a high quality letterhead, brochure and business card design. (2)	The student shows proficient skill in creating a high quality letterhead, brochure and business card design. (3)	The student shows advanced skill in creating a high quality letterhead, brochure and business card design. (4)	4	
Display	The format of the documents is not attractive. There is no balance between the images and text. (0-1)	The format of the documents is attractive but could use improvement. There is some balance between images and text. (2)	The format of the documents is well done, easy to read, text and graphics well placed (3)	The format of the documents are exceptionally done, images and text are well-balanced. (4)	4	
TOTAL ACHIEVABLE:					50	

TASK 3: CHECKLISTS & RUBRIC

STUDENT NAME		ID		DATE	
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CHECKLIST TASK 3.1

ASSESSMENT CRITERIA	ASSESSMENT TOTAL	LEARNER'S MARK
Place documents in feeder	1	
Correctly place documents face up/face down	1	
Choose number of copies and start	2	
TOTAL OUT OF 4:		LECTURER SIGN: DATE:

RUBRIC: TASK 3.2 & 3.3

Criteria	Outstanding 4	Highly Competent 3	Competent 2	Not Yet Competent 1 or 0	Mark Achieved
Enclosures attached	Neatly boxed and stapled at left hand corner (4)	Not boxed, but stapled at left hand corner (3)	Enclosures not neatly attached (2)	Not attached (0)	
Content neatly folded	Neatly folded in 3 (4)	Not folded in 3, but very neat (3)	Not neatly folded (2)	Folding totally unacceptable (1)	
Correct address of the caterer	All info included, in the correct sequence. (4)	Some info missing, sequence not 100% (3)	Some info missing, sequence totally wrong (2)	Addressing is totally wrong (1)	
Correct return address of hotel	All info included, correct placing (4)	Some info missing, correct placing (3)	Some info missing, placing wrong (2)	No return address (0)	
Postage stamp affixed	Correctly affixed (4)	Almost correctly affixed (3)	Affixed at wrong place (2)	No postage stamp (0)	
Mail register	All info included in mail register (4)	Some info missing in mail register (3)	Wrong mail register completed (2)	Mail register not completed (0)	
TOTAL OUT OF 24:		LECTURER SIGN:	DATE:		

CHECKLIST TASK 3.4

ASSESSMENT CRITERIA	ASSESSMENT TOTAL	LEARNER'S MARK
Fax cover letter: Fax to	2	
Fax cover letter: Attention	2	
Fax cover letter: Fax number of your campus	2	
Fax cover letter: Subject	2	
Fax cover letter: From	2	
Fax cover letter: Message	2	
Fax cover letter: Signature	2	
Inserting of 2 documents: face down	2	
Dial correct number + start function	2	
Receiving of confirmation	2	
Interpretation of fax confirmation page	2	
TOTAL OUT OF 22:		LECTURER SIGN: DATE:

SECTION 4: RECORD OF PERFORMANCE

INTEGRATED SUMMATIVE ASSESSMENT TASK OFFICE ADMINISTRATION LEVEL 2

College:	
Campus:	
Student's Surname and First Name/s:	
Student's ID Number:	
Lecturer's Surname and Initials:	
Date of conclusion of assessment:	

ASSESSMENT GRID		
TASKS	MARK ALLOCATION	STUDENT'S MARK
TASK 1: Receiving of Guests	50	
TASK 2: Typing: Letterhead, Brochure, Business cards	50	
TASK 3: Operating Office Equipment	50	
TOTAL	150	
ISAT MARK AS A PERCENTAGE	%	

COMPETENCE LEVEL INDICATORS

5 POINT ACHIEVEMENT RATING SCALE				
Outstanding	Highly competent	Competent	Not yet competent	Not achieved
80-100%	70-79%	50-69%	40-49%	0-39%
5	4	3	2	1

Student's competence level:	
Student's signature:	
Lecturer's signature:	
Date:	

NATIONAL CERTIFICATE (VOCATIONAL)

NQF LEVEL 2

INSTRUCTIONS TO STUDENTS

INTTEGRATED **S**UMMATIVE **A**SSESSMENT **T**ASK

PROGRAMME ISAT:

OFFICE ADMINISTRATION

2015 – 2017

This document consists of 6 pages.

INSTRUCTIONS TO STUDENTS

This is a practical application task that tests your ability to apply the knowledge and skills acquired in the 3 core subjects of the Office Administration programme:

- *Office Practice*
- *Office Data processing*
- *Business Practice*

The work required of you in this Integrated Summative Assessment Task (ISAT) is an important and compulsory component of your studies.

1. You are required to:

- 1.1 Study the task carefully.
- 1.2 Note the time allocations per task.
- 1.3 Note the submission dates as indicated by your lecturer.
- 1.4 Pay careful attention to the mark allocated per section and the total.
- 1.5 Study carefully the resources required.
- 1.6 Note the elements of the Assessment Tools that will be used to evaluate your performance in each sub-task. (Rubric for task 1, checklists and rubric for task 3).
This is to ensure that you prepare sufficiently for the conduct of the ISAT.

2. Description of the task

You are the newly appointed receptionist of the MOUNTAIN VIEW HOTEL

Your daily duties consist of:

- the receiving and directing of guests
- issuing of visitors' cards
- dealing with customer enquiries
- typing, copying, faxing and sending of mail

Task 1:

Make use of role-play to show the interaction between the receptionist (you), and a guest who wants an appointment with the hotel manager, Mr Sithole. Ensure that a security check is completed before leading the client to your manager's office and introducing the guest to him.

Task 2:

Follow the instructions given for the creation each document:

2.1 Creating the letterhead

You have been requested by the manager of the Mountain View Hotel to create a letterhead for the hotel. Use Microsoft Word or Microsoft Publisher to create the letterhead which will be used by the hotel for any correspondence with clients and guests. This letterhead will also be sent to the publishers for printing on matted A4 paper. Ensure that the letterhead contains a logo that is suitable for representing the hotel and includes the following:

Address details: 7 Beach Road, Umdloti Beach, 4319; Telephone: 056 719 4382;
Fax: 056 719 4333

Logo: Use the internet or clipart gallery to create an appropriate logo

The design of the letterhead, the setting out of the information and logo must be innovative, well balanced and aligned. Print the letterhead.

2.2 Creating the brochure

You have been requested to create and design a brochure in Microsoft Publisher which will be used to advertise and promote the services and facilities which the hotel offers. Conduct research on the internet, library or visit the nearest hotel to determine what most hotels have to offer to design a relevant brochure. The brochure must adhere to the following principles:

1. Attention . it must be attractive so that it grabs the attention of prospective customers;
2. Interest . the brochure must interest prospective customers in how the services that are on offer can be of benefit to them;

3. Desire . the brochure must convince prospective customers that they need the services that are on offer;
4. Action . lead the prospective customers to take action.
5. Create a tagline/slogan that communicates the hotel's brand.

Typing instructions:

- (a) Use any brochure template in Microsoft Publisher to create this advertisement for the hotel.
- (b) The logo of the Mountain View Hotel must be on the front page of the brochure.
- (c) The same address used in the letterhead created in Task 2.1 must be used in the brochure.
- (d) The template in MS Publisher gives guidelines on where to place information, however, personal preferences can be applied.
- (e) The inside of the brochure must contain what the hotel offers i.e. the type of rooms available; restaurant and what it offers; other rooms such as conference venues and gyms, if available; parking, if available, etc.
- (f) Print the brochure.

2.3 Creating the business cards for the hotel manager

You have been requested to create business cards for Mr Sithole, the hotel manager of Mountain View Hotel.

- (a) Use any business card template in Microsoft Publisher to create the business cards.
- (b) The contact details must be the same as for the letterhead and include the cell number of the manager: 074 561 6925.
- (c) The business cards must also contain the hotel's logo.
- (d) Create a tagline/slogan that communicates the hotel's brand.
- (e) Print the business cards on an A4 **sheet of paper**.

Study the Rubric for Task 2 to see what you will be assessed on.

Task 3:

- 3.1 Make one copy each of the letterhead and the brochure.
- 3.2 Mail the letterhead to the publisher, Ms Julies at Media House, 23 Riverview Road, Durban North, 4017.
- 3.3 Record the mail in the appropriate register.
- 3.4 Fax the brochure to the client, for attention: The Head of Department, Samuel Tholo. (The *facilitator will provide you with the correct fax number.*)

3. Instructions for the task

TASK 1

- Study the RUBRIC to be used for this task, to make sure you know exactly how you will be assessed.
- Check the assessment timetable set by your lecturer, to make sure what date and time your assessment will be.
- Choose 2 friends who will participate with you in this role-play.
- Discuss (or write down) a dialogue between the receptionist (you), a guest (friend) and the hotel manager, Mr Sithole (friend)
- In this dialogue the receptionist must play the leading role, because ONLY you will be assessed.
- The dialogue should demonstrate how the receptionist will handle a guest wishing to discuss any matter with the hotel manager.
- After following the security measures of the hotel, you must lead the guest to the hotel manager.
- Introduce the hotel guest in the correct manner to Mr Sithole.
- The guest now has the opportunity to discuss his enquiry with the manager.
- Before the guest leaves the hotel, make sure you have correct closing interaction with him/her to ensure he/she will visit the hotel again.

TASK 2:

- Check the assessment timetable set by your lecturer, to determine the date and time of the assessment.
- Study the instructions as set out in Task 2 for each document that must be created and prepare a draft of each.
- These drafts will then be used to type to complete the tasks in the assessment venue as stipulated on the assessment timetable.
- This is not a group work task, therefore no discussions will be allowed in class.
- You may use Microsoft Word or Microsoft Publisher to create the letterhead.
- Use Microsoft Publisher to create the brochure and the business cards.

TASK 3:

- Your lecturer will work out a timetable for assessment in the simulation room. This timetable will be set on a rotation basis where 3 students will be assessed at the same time. Make sure you know when it is your time for assessment.
- Study the CHECKLIST and RUBRIC provided for Task 3, so that you can see what you will be assessed on.
- In the simulation room there will be 3 workstations (fax, copier, mail) where you will be assessed.
- Every station will have an invigilator to make sure students do not receive help from each other.
- At the copier station: Make 1 copy each of the letterhead and the brochure.
- At the mail station: Mail the letterhead to the publisher, Ms Julies, following the correct procedure. Record the outgoing mail in the mail register used in the simulation room.
- At the fax station: Ensure that a fax cover sheet is completed before faxing the brochure to the Head of Department: Samuel Tholo. Use the campusqfax number for Samuel Tholo, and send a fax from the simulation room to the main campus. Alternatively use the free fax to email number created by the facilitator.