



## EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT

### WRITTEN ASSESSMENT- PAPER 1

#### CANDIDATE INFORMATION

SURNAME													
NAMES													
ID NUMBER													
EISA REGISTRATION NUMBER													
ASSESSMENT CENTRE													
ASSESSMENT CENTRE ACCREDITATION NUMBER													

#### QUALIFICATION INFORMATION

QUALIFICATION TITLE	Office Administrator
SAQA ID	102161
NQF LEVEL	5
CREDITS	445
DURATION	Written Assessment Total Duration: 3 hours (180 minutes)
TOTAL MARKS	Written Assessment Total Marks: 180
PASS MARK	Written Assessment 50% = 90 marks
DATE OF EISA	

## **GENERAL EISA RULES**

- a) Candidates are **ONLY** allowed to use the supplied **EISA BOOKLETS**.
- b) Candidates can **ONLY** use a **BLACK PEN** for their answers.
- c) Candidates to ensure that their **NAMES, SURNAMES** and **EISA registration numbers** appear on the front of their EISA booklet.
- d) This is a closed-book examination. Therefore, no other materials or belongings are to be brought into the assessment centre. Should you bring any other materials or belongings into the assessment centre, you will be required to leave such at the front of the assessment centre examination room. The assessment centre will not be held liable for any loss or damage to property brought into the assessment centre examination room.
- e) All EISA booklets must be handed back to the invigilator intact. No paper may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
- f) Candidates may use a calculator in this EISA.
- g) Unless this is an online examination where access to a computer will be made available to you, the use of any communication devices, including smart watches, cell phones, tablets, iPads, headphones and laptops, are prohibited.
- h) All cell phones are to be switched off for the duration of the EISA.
- i) The invigilator will not assist you with the explanation of questions related to the EISA.
- j) Candidates are prohibited from conversing in any manner with other students.
- k) Candidates may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
- l) Candidates who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

**I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES**

---

**CANDIDATE SIGNATURE**

---

**DATE**

## CANDIDATE INSTRUCTIONS

1. This written question paper consists of:
  - a. **SIX** questions:
    - Question One (1) (32)
    - Question Two (2) (30)
    - Question Three (3) (29)
    - Question Four (4) (32)
    - Question Five (5) (41)
    - Question Six (6) (16)
2. Candidates must complete all questions in this EISA.
3. Read ALL the instructions carefully and take particular note of what is required.
4. Should you require additional space to complete your answer, please request additional paper from your invigilator. Ensure that you indicate your name, surname and EISA registration number at the top of the additional paper. Also ensure that the question number is clearly marked on your additional paper.
5. Number the answers correctly according to the numbering system used in this question paper.
6. Use the mark allocation and nature of each question to determine the length and depth of an answer.
7. Pay special attention to spelling and sentence construction.
8. Write neatly and legibly.

## Question 1

### 1. Managing resources

#### 1.1 Budgeting

You are the resource administrator for the Marketing Department at a medium-sized events planning business. You have been given a budget of **R500,000** for the financial year. Your responsibility is to manage and maintain the department's resources in alignment with good governance policies, ensuring smooth and effective operations.

#### Marketing Departmental Budget Overview

**Budget Period:** 1 year (12 months)

##### 1. Projected Income/Revenue

Revenue Stream	Monthly Revenue	Annual Revenue
Event Management Fees	R50,000	R600,000
Sponsorship & Partnerships	R15,000	R180,000
Commission from Vendors	R5,000	R60,000
Ticket Sales Revenue (Commissions)	R8,000	R96,000
<b>Total Projected Revenue</b>	<b>R78,000</b>	<b>R936,000</b>

##### 2. Fixed Costs

Fixed Costs	Monthly Cost	Annual Cost
Marketing Manager Salary	R20,000	R240,000
Social Media Specialist Salary	R12,000	R144,000
Website Hosting & Maintenance	R1,000	R12,000
Email Marketing & CRM subscription	R2,000	R24,000
Design Software Subscriptions	R1,000	R12,000
Office & Utilities Allocation	R3,000	R36,000
<b>Total Fixed Costs</b>	<b>R39,000</b>	<b>R468,000</b>

##### 3. Variable Costs

Variable Costs	Monthly Cost	Annual Cost
Online Advertising (Social, PPC)	R5,000	R60,000
Print Advertising	R1,000	R12,000

<b>Variable Costs</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>
Promotional Materials (Flyers/Brochures)	R1,500	R18,000
Event-specific Campaigns	R3,000	R36,000
Photography/Videography (outsourced)	R2,000	R24,000
<b>Total Variable Costs</b>	<b>R12,500</b>	<b>R150,000</b>

#### 4. Once-Off Costs

<b>Once-Off Costs</b>	<b>Cost</b>
Website Redesign & Branding Refresh	R30,000
CRM System Setup & Training	R15,000
Marketing Equipment (Camera, Lighting)	R20,000
<b>Total Once-Off Costs</b>	<b>R65,000</b>

#### 5. Surplus/Deficit (Profit/Loss)

<b>Summary</b>	<b>Annual Amount</b>
<b>Total Projected Revenue</b>	<b>R936,000</b>
<b>Less: Total Fixed Costs</b>	<b>(R468,000)</b>
<b>Less: Total Variable Costs</b>	<b>(R150,000)</b>
<b>Less: Total Once-Off Costs</b>	<b>(R65,000)</b>
<b>Net Profit (Surplus)</b>	<b>R253,000</b>

#### Summary and Insights:

- **Revenue Streams** are diversified through event management fees, sponsorships, vendor commissions, and ticket sales.
- **Fixed Costs** primarily comprise staff salaries and subscriptions essential for day-to-day marketing operations.
- **Variable Costs** fluctuate depending on event frequency and intensity of marketing efforts.
- **Once-Off Costs** include necessary investments such as website redesign, branding, and equipment procurement to elevate marketing capabilities.
- The business is projected to achieve a healthy annual surplus (**R253,000**), suggesting a strong return on investment in marketing efforts.

1.1.1 List and discuss the various elements identified in the sample budget.

(6)

[illegible]

**(6)**

[illegible]

1.1.3 Outline the process of monitoring the budget.

(3)




**1.2 Please see an example of a Request for Proposal (RFP) for Resource Management Services and complete the subsequent questions:**

**REQUEST FOR PROPOSAL (RFP)**

**RFP Title:** Resource Management Services

**RFP Number:** RFP/OPS/2025/014

**Date Issued:** 5 June 2025

**Closing Date:** 26 June 2025, 16:30

**Contact Person:** Ms. Thandi Mokoena

**Email:** procurement@GRO4TH.co.za

**Organisation:** GRO4TH (Pty) Ltd

**Address:** 123 Main Street, Johannesburg, South Africa

**A. INTRODUCTION**

GRO4TH (Pty) Ltd is inviting proposals from qualified service providers to provide **comprehensive Resource Management Services** to support its operational departments in the efficient and compliant use of physical resources.

The successful bidder will assist in improving resource planning, tracking, procurement, usage monitoring, and maintenance, in line with the organisation's governance and operational policies.

**B. SCOPE OF WORK**

The service provider will be required to:

- Conduct a full audit and verification of current physical assets (e.g., equipment, tools, furniture).
- Implement or enhance a digital asset tracking and inventory management system.
- Develop and execute a resource maintenance and replacement plan.
- Monitor usage and provide monthly performance and exception reports.
- Assist with resource procurement planning, including drafting specifications and advising on supplier management.
- Train staff on proper resource handling and compliance with policies.

### C. DELIVERABLES

The successful bidder must deliver the following:

Deliverable	Deadline
Detailed asset audit report	Within 30 days
Asset management system proposal (if required)	Within 45 days
Resource maintenance plan	Within 60 days
Monthly usage and maintenance reports	Ongoing (monthly)
Procurement planning support documentation	As required
Training sessions and materials	Within 90 days

### D. PROPOSAL REQUIREMENTS

Interested bidders must include the following in their submission:

- Company profile and proof of relevant experience.
- Project team with CVs of key personnel.
- Methodology and implementation plan.
- Budget/cost breakdown including VAT.
- Valid tax clearance certificate.
- 3 client references from similar work.
- BBB-EE certificate (if applicable).

### E. EVALUATION CRITERIA

Proposals will be evaluated based on:

Criteria	Weight
Relevant Experience & Track Record	30%
Methodology & Work Plan	25%
Cost/Price	20%
Project Team Qualifications	15%
BBBEE & Local Economic Impact	10%

### F. SUBMISSION GUIDELINES

- Proposals must be submitted by email in PDF format to:  
**procurement@GRO4TH.co.za**
- Subject line must read: **“RFP/OPS/2025/014 – Resource Management Services”**
- Late submissions will **not** be accepted.
- Questions must be submitted no later than **12 June 2025, 16:30**.

## G. TERMS AND CONDITIONS

- GRO4TH reserves the right to accept or reject any proposal without obligation.
- All submissions remain the property of GRO4TH.
- Service providers may be invited to present their proposals in a virtual meeting.

1.2.1 What services is GRO4TH (Pty) Ltd looking for as per RFP?

**(5)**

[illegible]

### 1.2.2 List the supporting documents identified in the RFP

(4)

[illegible]

### 1.2.3 Design an e-mail that will accompany the RFP to potential bidders

**(4)**

[illegible]




**SUB- TOTAL: 32 marks**

## Question 2

2. Manage, coordinate and assist in the administration and clerical support of specific departments to facilitate the smooth running thereof by using computerised systems and practices

### 2.1 Scenario: Coordinating a Strategic Stakeholder Engagement Meeting for the Department of Economic Development

#### Background:

You are an **Office Administrator** in the **National Department of Economic Development**. The department is hosting a **Strategic Stakeholder Engagement Meeting** to discuss the implementation of its 2025 Local Economic Development (LED) Strategy.

Your role is to manage and coordinate all logistical, administrative, and clerical functions using computerised systems to ensure the event runs smoothly.

#### Objective:

To coordinate the meeting by:

- Sending formal invitations through email using a digital calendar system (e.g., Outlook)
- Booking the venue and catering
- Capturing guest details, dietary requirements, and RSVPs using spreadsheets and online forms
- Preparing meeting packs and presentations
- Ensuring protocols and dress code are observed

## Meeting Details

<b>Meeting Type</b>	<b>Strategic Stakeholder Engagement Meeting</b>
<b>Date</b>	Tuesday, 22 July 2025
<b>Time</b>	09:00 – 13:00
<b>Venue</b>	
<b>Topic/Agenda</b>	“Accelerating Local Economic Growth through Partnerships”
<b>Type of Guests</b>	Municipal Managers, Local Business Leaders, NGO Representatives, SMME Owners, Departmental Executives
<b>Formal Invitation</b>	
<b>Date</b>	
<b>RSVP Deadline</b>	
<b>Dietary Requirements</b>	Guests to complete online RSVP form indicating allergies/preferences (e.g., Halaal, Vegetarian, Gluten-free)
<b>Dress Code</b>	Business Formal
<b>Protocols</b>	<ul style="list-style-type: none"><li>- National Flag displayed</li><li>- Host to formally welcome guests</li><li>- Nametags and seating according to protocol</li><li>- Senior guests seated in front row</li><li>- Sign-in register and security clearance at entrance  </li></ul>

## Computerised Systems Used

<b>System</b>	<b>Purpose</b>
<b>Microsoft Outlook</b>	To send calendar invites and reminders
<b>Google Forms</b>	To collect RSVPs and dietary preferences
<b>Excel Spreadsheet</b>	To track RSVP responses, guest list, and catering numbers
<b>Microsoft Word</b>	To draft formal invitation letters and print signage
<b>PowerPoint</b>	To compile presentation slides for the meeting
<b>Printer &amp; Scanner</b>	To print meeting packs, scan guest IDs

## Administrative and Clerical Duties Completed

- Created and formatted the formal meeting invitation using a government template
- Managed responses from 45 guests via Google Forms
- Confirmed the catering order based on dietary data collected



- Booked venue through internal system and ensured IT equipment (projector, microphone) was tested in advance
- Printed agenda and information packs
- Set up the sign-in station, name tags, water bottles, and seating charts
- Coordinated with security to allow entry for external guests with ID
- Assisted the Deputy Director with printing presentation notes and backup flash drive

### **Outcome**

The meeting proceeded successfully. Guests arrived on time, presentations ran smoothly, and no dietary or seating complaints were reported. The Department's Director commended the administrative team for professionalism and attention to detail.

The admin officer completed a post-event report and shared meeting minutes with all stakeholders within 48 hours, using Microsoft Word and email.

#### **2.1.1 Prepare an agenda for the meeting. (5)**


#### **2.1.2 Outline the meeting's objective. (4)**


- 2.1.3 Select and motivate a suitable location and outline facility requirements for the meeting. **(3)**


- 2.1.4 Determine timelines, corresponding items and dates for the meeting. **(4)**


- 2.1.5 Prepare an invitation to guests, seeking specific information to assist with planning. **(5)**



2.1.6 Compile a logistics plan for the meeting. (5)


2.1.7 Describe how you would compile a document pack for the meeting. (3)


**SUB- TOTAL: 30 marks**

### Question 3

#### 3. Selection process, induction, employee wellness and skills development of employees

##### 3.1 Scenario: Job descriptions for new employees

**Scenario Title:** Supporting the HR and Admin Function in Hiring and Developing Clerical Staff

**Context:**

You are an Office Administrator in the Human Resources & Admin Unit of Hopewell Logistics, a growing transport and distribution company. The HR Manager, Ms. Mthethwa, has tasked you with assisting in the recruitment, induction, wellness coordination, and skills development for new clerical staff—including junior secretaries, admin assistants, and filing clerks.

Due to company growth, the Operations and Finance departments are expanding, and three new clerical staff members need to be onboarded.

The selection criteria for the clerical positions are as follows:

##### 1. Educational Qualifications

- Minimum of **Grade 12 / Matric Certificate (NQF Level 4)**.
- Relevant administrative or secretarial **certificate or diploma** is an advantage.
- Additional training in MS Office, data capturing, or office procedures preferred.

##### 2. Work Experience

- **Minimum 1–2 years of experience** in a clerical or administrative support role.
- Proven track record in managing basic office tasks (filing, typing, scheduling, etc.).
- For secretarial roles, experience supporting senior management is advantageous.

##### 3. Technical and Computer Skills

- Proficiency in **Microsoft Office Suite** (Word, Excel, Outlook, PowerPoint).
- Ability to use office equipment such as printers, scanners, and copiers.
- Familiarity with **email systems, online forms, and digital filing systems**.

##### 4. Communication and Interpersonal Skills

- Good **verbal and written communication** skills.
- Professional telephone and email etiquette.
- Ability to interact confidently with colleagues, clients, and management.

##### 5. Organisational and Time Management Skills

- Ability to manage multiple tasks and prioritise work effectively.
- Reliable in handling schedules, documents, and deadlines.
- Attention to detail and accuracy in data entry and record keeping.

## 6. Personal Attributes

- Punctual, dependable, and trustworthy.
- Team player with a positive, professional attitude.
- Willingness to learn and adapt to new systems and procedures.

## 7. Language Proficiency

- Proficient in **English** (reading, writing, and speaking).
- Ability to speak a second official language is an advantage (e.g., Zulu, Xhosa, Afrikaans).

**8. Knowledge of Policies and Procedures (*Desirable but not essential*)**

- Basic understanding of office administration policies, confidentiality, and POPIA compliance.
- Awareness of health and safety protocols in the workplace.

3.1.1 Draft/compile a brief job description for new clerical staff members for Finance: Administrative Assistant, Operations: Secretary and General Admin: Filing Clerk.

**(5)**

[illegible]





### 3.2 Summary: Applicant selection

Please read the following examples of a job description, three (3) possible candidates, the selection criteria, and answer the follow-up questions:

**Job Title: Cleaner**

**Location:** eMalahleni

**Reports to:** Facilities Manager / Supervisor

**Job Type:** [Full-time / Part-time / Casual]

**Job Summary:**

We are seeking a reliable and detail-oriented Cleaner to maintain cleanliness and hygiene in our facilities. The Cleaner will be responsible for performing a variety of cleaning tasks to ensure a clean, safe, and pleasant environment for staff and visitors.

**Key Responsibilities:**

- Sweep, mop, vacuum, and dust floors and surfaces.
- Clean and sanitize restrooms, kitchens, and other high-use areas.
- Empty bins and dispose of waste in accordance with health and safety standards.
- Replenish cleaning supplies and report shortages or maintenance issues.
- Follow daily and weekly cleaning schedules as directed.
- Ensure compliance with health, safety, and hygiene regulations.

**Requirements:**

- Previous cleaning experience preferred but not essential.
- Ability to work independently and manage time effectively.
- Basic understanding of cleaning chemicals and equipment.
- Physical stamina to perform manual tasks.
- Attention to detail and a positive attitude.

**Candidate 1: Experienced Commercial Cleaner**

**Name:** Sarah Mokoena

**Phone:** 076 123 4567

**Email:** sarahmokoena@email.com

**Location:** Soweto, Gauteng

**Professional Summary:**

Reliable and hardworking cleaner with over 5 years of experience in commercial and office



cleaning. Skilled in maintaining high standards of cleanliness, following health and safety protocols, and working efficiently in busy environments.

**Experience:**

**Office Cleaner – Sparkle Solutions, Johannesburg**

*2019 – 2024*

- Cleaned offices, restrooms, and meeting areas daily.
- Replenished supplies and maintained cleaning records.
- Worked early morning shifts with minimal supervision.

**Retail Cleaner – ShopRite, Sandton**

*2017 – 2019*

- Swept, mopped, and polished floors.
- Assisted with stockroom cleaning and waste disposal.

**Skills:**

- Floor care (mopping, polishing)
- Chemical safety knowledge
- Time management

**Candidate 2: Entry-Level, Highly Motivated**

**Name:** Thabiso Dlamini

**Phone:** 073 555 9876

**Email:** thabiso.d@gmail.com

**Location:** Tembisa, Gauteng

**Professional Summary:**

Energetic and dependable individual seeking a cleaner position. Physically fit, fast learner, and committed to maintaining cleanliness and hygiene in all areas. Eager to gain experience in a professional setting.

**Experience:**

**Volunteer Cleaner – Local Community Hall, Tembisa**

*2023 – Present (Weekends)*

- Helped clean halls, restrooms, and outdoor areas during events.
- Set up and packed down cleaning equipment.

**Skills:**

- Hardworking and punctual
- Good communication
- Willing to work flexible hours

**Education:**

Matric Certificate – Tembisa Secondary School (2022)

**Candidate 3: Hospitality Background**

**Name:** Nomsa Khumalo

**Phone:** 078 234 8822

**Email:** nomsa.khumalo@email.com

**Location:** Durban Central, KZN

**Professional Summary:**

Detail-oriented cleaner with 3 years' experience in hotel housekeeping. Familiar with high standards of hygiene and guest service. Thrives in fast-paced environments and takes pride in delivering quality work.

**Experience:****Housekeeper – Ocean View Hotel, Durban**

*2021 – 2024*

- Cleaned and prepared guest rooms daily to hotel standards.
- Managed laundry and linen duties.
- Reported maintenance issues to supervisors.

**Skills:**

- Attention to detail
- Knowledge of guest etiquette
- Team collaboration

**Education:**

Certificate in Hospitality & Housekeeping – Coastal College (2020)

**Cleaner Position – Selection Criteria****1. Relevant Cleaning Experience**

- Has the candidate performed cleaning duties before?
- Experience in similar environments (e.g., offices, schools, hospitals, hotels)?
- Familiarity with different cleaning tasks: floors, restrooms, windows, waste disposal.

**Desirable:** 1–2+ years of cleaning experience.

**2. Knowledge of Cleaning Practices and Safety**

- Understanding of safe use of cleaning chemicals and equipment.
- Knowledge of hygiene standards and workplace safety procedures (e.g., PPE, wet floor signs).

**Desirable:** Basic awareness of health and safety practices.

### **3. Physical Fitness and Stamina**

- Able to perform physically demanding work (e.g., lifting, bending, standing for long periods).
- Willing to work early or late shifts, or on their feet most of the day.

**Essential:** Good physical health and endurance.

### **4. Reliability and Time Management**

- Demonstrated punctuality and consistency in previous roles.
- Able to complete tasks within set timeframes.
- Works well independently with minimal supervision.

**Essential:** Strong work ethic and dependability.

### **5. Attention to Detail**

- Takes pride in keeping spaces clean and orderly.
- Notices areas that need additional attention without being told.

**Desirable:** Evidence of thoroughness in past roles.

### **6. Positive Attitude and Communication Skills**

- Polite and respectful toward coworkers and supervisors.
- Willing to take feedback and follow instructions.

**Desirable:** Friendly, team-oriented mindset.

### **7. Willingness to Learn / Train**

- Open to learning new methods or using updated equipment.
- Interest in long-term growth or improved performance.

**Desirable:** Trainable and adaptable.

### **Optional/Additional (Role-Dependent)**

- **Literacy & Communication:** Able to read labels, safety signs, or basic written instructions.
- **Police Clearance or Background Check:** If working in sensitive environments (e.g., schools or healthcare).

3.2.1 Review applications using the specified criteria and develop a shortlist of candidates.

**(6)**





- 3.2.2 Design five (5) interview questions that will be asked to candidates during the selection process (5)


- 3.2.3 Prepare an email to applicants, notifying them about interview with the Human Resources (HR) panel. (5)





### 3.3 Scenario: Handling a staff resignation

#### Background:

You are the Office Administrator in the HR Department of Gijima Financial Services, a medium-sized company that provides payroll, tax, and accounting services to clients across the country. On 3 July 2025, a Junior Payroll Assistant, Ms. Lindiwe Mokoena, officially submits her letter of resignation, citing relocation as the reason for leaving.

As the Office Administrator reporting to the HR Manager (Mr. Tshabalala), your role is to assist with the exit process.

#### Details of Resignation:

- **Employee Name:** Ms. Lindiwe Mokoena
- **Position:** Junior Payroll Assistant
- **Department:** Finance
- **Date of Resignation Letter:** 3 July 2025
- **Notice Period:** 1 calendar month
- **Last Working Day:** 31 July 2025

3.3.1 Design three (3) questions to include in the exit interview

(3)





**SUB- TOTAL: 29 marks**

## Question 4

### 4. Process given data to complete a Workplace Skills Plan

#### 4.1 Summary: Job profile and performance record of an employee

##### **Employee Job Profile**

**Job Title:** Junior Administrative Clerk

**Department:** Supply Chain Management

**Reporting To:** Procurement Officer

**Job Level:** Clerical Level 2

**Location:** Regional Office – Durban

**Employment Type:** Full-time, Permanent

**Date of Appointment:** 6 March 2024

##### **Job Purpose:**

To assist the procurement unit with administrative and clerical functions including document management, supplier communication, and capturing procurement-related data.

##### **Key Responsibilities:**

<b>Responsibility</b>	<b>Details</b>
Document Management	Filing supplier quotations, purchase orders, and invoices.
Data Capturing	Entering supplier details and order info on procurement software.
General Office Administration	Scheduling appointments, taking messages, and managing office supplies.
Recordkeeping	Ensuring records are up-to-date and aligned with audit compliance.
Supplier Communication	Making follow-up calls or emails for quotes and delivery confirmation.
Compliance Support	Assisting in verifying supplier documents and aligning to procurement policies.

##### **Key Competencies Required:**

- Basic procurement and supply chain knowledge
- Accurate data entry and filing
- Written and verbal communication

- Microsoft Excel and Word proficiency
- Attention to detail
- Knowledge of PFMA and SCM processes (*advantageous*)

**Employee Performance Record (for Analysis)**

**Employee Name:** Ayanda Khumalo

**Job Title:** Junior Administrative Clerk

**Review Period:** March 2024 – March 2025

**Reviewed By:** Procurement Officer – Mr. Themba Ngwenya

**Performance Assessment Summary**

KPA (Key Performance Area)	Expected Outcome	Performance Rating (1–5)	Comments
Data Accuracy	98%+ accuracy in capturing data	3	Data errors were found in supplier VAT numbers.
Filing and Recordkeeping	All files organised and updated weekly	4	Good organisation, minor delays during busy periods.
Time Management	All tasks completed by set deadlines	3	Occasional delays in submitting weekly reports.
Communication with Suppliers	Clear, professional, and timely communication	2	Hesitant on phone; emails occasionally contain grammar errors.
MS Excel Skills	Confident use of formulas and tables	2	Struggles with creating summary spreadsheets.
Understanding of Procurement Policy	Basic knowledge of PFMA and SCM policies	2	Needs structured training and mentoring.

4.1.1 Based on the information above, determine the skills gap/s of the employee. **(5)**


4.1.2 Recommend training interventions needed to close the gap/s. **(4)**


4.1.3 What ways would you use to monitor the effectiveness of the training intervention?.

(4)


#### 4.2 Summary: Training needs analysis (TNA) of 2 employees

**Prepared by:** Office Administrator

**Department:** Human Resources

**Organisation:** Siyakhula Community Development Agency

**Date:** 5 June 2025

**Employee 1: Nomsa Dube**

**Job Title:** Administrative Assistant

**Department:** Finance

**Employment Start Date:** 15 August 2023

**Supervisor:** Finance Manager

**Current Job Functions:**

- Capturing invoices and supplier data
- Managing department filing system
- Assisting with scheduling and meeting logistics
- Typing reports and memos
- Responding to internal client queries

**Identified Performance Challenges:**

Area	Observation
<b>Excel Proficiency</b>	Frequently requests assistance with formulas and spreadsheets
<b>Report Formatting</b>	Documents submitted with inconsistent formatting
<b>Time Management</b>	Struggles to prioritise during month-end deadlines

**Employee 2: Sipho Maseko**

**Job Title:** Filing Clerk

**Department:** Corporate Services

**Employment Start Date:** 1 November 2022

**Supervisor:** Office Manager

**Current Job Functions:**

- Managing paper and digital filing systems
- Retrieving requested files for departments
- Labelling, archiving, and logging documents
- Assisting with asset and stationery records

**Identified Performance Challenges:**

Area	Observation
<b>Digital Filing Systems</b>	Struggles with SharePoint and document naming protocols
<b>Attention to Detail</b>	Occasional filing of documents in incorrect folders
<b>Computer Literacy</b>	General difficulty navigating basic systems

4.2.1 Analyse the information given, to develop a training plan for the two (2) employees.

(4)





4.2.2 Arrange the logistical plans for the training interventions. **(4)**







4.2.3 Identify challenges (risks or barriers) that could impact the successful delivery of the plan. (4)


4.2.4 Discuss how the challenges identified above could be overcome. (4)


**SUB- TOTAL: 32 marks**

## Question 5

### 5. Administrative support of the marketing, public relations, and advocacy of the organisation

#### 5.1 Scenario: Planning and Coordinating of the “Future Skills Expo 2025”

##### Organisation: Ikusasa Youth Empowerment Hub (IYEH)

A non-profit organisation that provides career development, skills training, and job-readiness programs for youth in rural and township communities.

##### Your Role:

##### Office Administrator

You report to the Marketing and Programmes Coordinator and are tasked with managing both the promotional event logistics and providing administrative support for the special skills project to be launched during the event.

##### Event Overview:

- **Event Name:** Future Skills Expo 2025
- **Purpose:** To promote the launch of the new *Digital Pathways Project* – a youth tech upskilling programme
- **Date:** Friday, **22 August 2025**
- **Time:** 09:00 to 15:00
- **Venue:** Soweto Community Hall
- **Expected Guests/Attendees:** 120 (including sponsors, school representatives, municipal officials, and youth beneficiaries)
- **Theme:** “Unlocking Digital Futures”

### **Your Tasks (as per Template Requirements):**

#### **1. Finalise Date, Venue & Invitations:**

- Confirm booking of Soweto Community Hall with the local municipality.
- Send **formal digital invitations** by **30 July 2025** to:
  - Key sponsors (MTN Foundation, SETA)
  - Local school principals
  - Department of Social Development officials
  - 80 selected learners from partner schools
- Track RSVPs using a Google Form and Excel register.

#### **2. Catering Coordination:**

- Request **3 quotations** from local caterers for a light breakfast and lunch buffet.
- Confirm **vegetarian and Halaal options**.
- Finalise catering order by **10 August 2025**.
- Allocate a refreshment station for tea and coffee.

#### **3. Audio-Visual & Technical Requirements:**

- Arrange:
  - Projector and screen for presentations
  - Two microphones and a PA system
  - Wi-Fi access
  - Charging station for guests' devices
- Liaise with the IT support volunteer to test equipment the day before the event.

#### **4. Marketing, PR and Advocacy Support:**

- Design and print 150 promotional flyers and a branded photo backdrop.
- Schedule and draft 3 weeks of social media posts for Facebook, Instagram and LinkedIn.
- Contact **local community radio station (Jozi FM)** to advertise the event for free as part of their community partnership.
- Prepare **press release** and send it to 5 local media outlets by **12 August 2025**.

#### **5. Administrative Support for the Special Project:**

- Prepare and print:
  - Participant welcome packs (including the project schedule, consent forms, and registration sheet)
  - Programme for the event
- Ensure name tags, clipboards, and pens are ready.

- Set up a registration desk with two admin volunteers.
- Assist the project manager with **tracking attendance** and taking photos for the post-event report.

**Event Template Completion (for learners to fill):**

Item	Details to be Completed by Learner
Event Name	Future Skills Expo 2025
Date	Friday, 22 August 2025
Time	09:00 – 15:00
Venue	Soweto Community Hall
Guests/Attendees	120 – schools, sponsors, officials, youth
Catering Requirements	Breakfast, lunch, tea/coffee, vegetarian & Halaal
Audio-Visual Needs	Projector, mics, PA system, Wi-Fi, charging station
PR & Media	Flyers, radio ad, social media, press release
Special Project Admin	Welcome packs, registration forms, name tags, photography

**Outcome:**

- Event successfully executed with 110 attendees.
- Media coverage aired on Jozi FM and one article published on *Daily Youth Voice* online platform.
- Sponsors praised the organisation's planning and professionalism.
- The **Digital Pathways Project** officially launched and enrolled its first 40 youth participants by 30 August 2025.

5.1.1 Develop a project plan for the marketing/promotional event.

**(8)**






**(6)**

[illegible]



5.1.3 Allocate responsibilities to marketing team members.

**(5)**


5.1.4 Determine the dress, etiquette and protocols to be adhered to.

**(3)**


5.1.5 Co-ordinate the logistics of the event.

**(5)**


5.1.6 Develop a programme for the marketing event. (5)


5.1.7 Write-up/prepare promotional content for the event (a paragraph of 5-6 lines). (8)


5.1.8 Select the most appropriate communication media for the event. (1)


**SUB- TOTAL: 41 marks**

## Question 6

### 6 Customer satisfaction (internal and external stakeholders)

#### 6.1 Summary: Outside query/enquiry

**From:** Thabiso Mthembu

**Position:** Career Guidance Counsellor

**Organisation:** Youth Connect SA

**Email:** thabiso@youthconnect.org.za

**Contact Number:** 083 245 1893

**Date:** 5 June 2025

**To:** The Office Administrator

**Organisation:** Ubuntu Skills Development Centre

**Email:** admin@ubuntuskills.org.za

**Subject: Enquiry About Upcoming ICT Skills Training for Youth**

Dear Sir/Madam,

I hope this message finds you well.

I am writing on behalf of *Youth Connect SA*, an NGO that supports unemployed youth with career guidance and opportunities. We recently heard about the ICT Skills Training Programme hosted by Ubuntu Skills Development Centre, which is scheduled for July 2025.

We are very interested in registering some of our beneficiaries for this opportunity. Kindly provide clarity on the following:

1. **Eligibility criteria** for applicants
2. The **number of participants** allowed per organisation
3. Whether the training is **accredited**, and if certificates will be issued
4. Details about the **venue, schedule, and duration** of the training
5. Whether there is any **cost involved** for participants

We would appreciate receiving brochures, application forms, or any other relevant documentation that can assist our organisation and our youth in preparing to apply.

Looking forward to your prompt response.

Warm regards,

**Thabiso Mthembu**

Career Guidance Counsellor

Youth Connect SA

6.1.1 Discuss how you would deal with the query.

(2)


## 6.2 Summary: Stakeholder complaint

**Ms. Lerato Molefe**

Corporate Social Investment (CSI) Manager

**Imbokodo Bank**

Email: lerato.molefe@imbokodobank.co.za

Tel: 011 456 7890

Date: 5 June 2025

**To:**

The Director

**Ikusasa Youth Development Foundation**

Email: info@ikusasayouth.org.za

**Subject: Formal Complaint – Concerns Regarding Project Reporting and Communication**

Dear Director,

I am writing to express my concern on behalf of **Imbokodo Bank**, a long-standing sponsor of the *Youth Enterprise Incubator Project*, which your organisation has implemented in partnership with our CSI department since 2022.

While we remain committed to supporting youth development and appreciate the work done by your facilitators, we are becoming increasingly concerned about the following issues:

1. **Delayed Progress Reports**

- As of today, we have not received the **Q1 2025 report**, which was due on **15 April 2025**. This delay has affected our own internal compliance processes and board reporting.

2. **Lack of Financial Transparency**

- The last financial statement submitted was for **October 2024**, despite our requirement for **quarterly financial updates**. We expected a financial reconciliation by **January 2025**, which has still not been delivered.

3. **Poor Communication**

- Emails and calls to the programme coordinator have gone unanswered on multiple occasions. We have not been notified of staffing changes or challenges affecting project delivery.

These issues are unacceptable given the scale of funding (R1.2 million per annum) we provide to the programme, and the strategic importance of this partnership to our CSI portfolio. We value professionalism, transparency, and accountability, and expect our partners to uphold the same standards.

We request a formal response to this complaint by **no later than 10 June 2025**, including:

- A revised project reporting schedule
- Updated financial statements for Q4 2024 and Q1 2025
- A communication plan outlining designated contact persons

Failure to address these concerns will compel us to **review our future funding commitments** and consider placing the project under audit.

We look forward to your urgent attention to this matter.

Kind regards,

**Ms. Lerato Molefe**

Corporate Social Investment Manager

**Imbokodo Bank**

6.2.1 Outline how you would handle the complaint to ensure stakeholder satisfaction. (3)


**6.3 Scenario: Security Breach in Employee Record Management**

You are the Office Administrator at MusaTech Training Institute, responsible for maintaining all employee personnel files — both physical and electronic. On the morning of 3 June 2025, the HR Manager urgently notifies you that confidential salary records for staff have been mistakenly accessed by an unauthorised employee.

**Details of the Breach:**

**1. Electronic File Access Error**

- An Excel spreadsheet containing staff salaries, ID numbers, and bank details was mistakenly saved in the shared department drive instead of the restricted HR folder.
- The file was accessed by a junior marketing assistant, who was browsing the shared drive for a team template.
- Although the file was opened briefly, it was not edited or distributed.
- The marketing assistant reported the mistake immediately to their supervisor.

**2. Misplaced Physical File**

- On the same day, a former employee's personnel file (Ms. Zanele Moyo) was found unattended on a desk in the shared admin office.
- The file contained sensitive documents, including a copy of her ID, qualifications, leave forms, and disciplinary record.
- It had been removed from the HR cabinet the previous week for an audit but was not signed back in, violating the file tracking procedure.

**Risks Identified:**

- Breach of POPIA (Protection of Personal Information Act) compliance

- Damage to employee trust and organisational integrity
- Potential for identity theft or unauthorised distribution of private information
- Violation of internal file handling and storage procedures

### 6.3.1 Outline the action steps you would follow to deal with the scenario.

**(6)**

[illegible]

- 6.3.2 Explain how the POPI Act helps ensure the responsible use and protection of personal information. (6)


#### 6.4 Management Reporting

- 6.4.1 Prepare a short report, to management on the aspects addressed in 6.1 – 6.3. The report should include the following: a title / heading, date, prepared by, recipient, introduction / purpose, main content / key findings, recommendation / conclusion (6)





**SUB- TOTAL: 16 marks**

**GRAND TOTAL: 180 marks**