**RPL TOOLKIT – INSTRUMENT 06 – FINAL ASSESSMENT REPORT**

*To be completed by the SDP RPL Assessor*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Candidate Name** |  | **ID No.** |  | | | |
| **Assessor Name** |  | **Assessor Registration No.** |  | | | |
| **SDP Entity Name** |  | **Assessment Date** |  | | | |
| **Occupational Qualification** | Occupational Certificate: Contact Centre Manager | **SAQA ID** | 99687 | | | |
| **NQF Level** | L5 | **Credits** | 285 | | | |
| **SAQA Registered Occupational Qualification (KM, PM, WP)** | | | **NQF Level** | **Credits** | **RPL Assessment** | |
| **C** | **NYC** |
| **Knowledge Modules (insert/delete rows as per qualification):** | | | | | | |
| 333402-000-00-KM-01, Legislative and Regulatory Framework, Level 4, 7 Credits. | | |  |  |  |  |
| 333402-000-00-KM-02, Ethical Business Principles, Level 5, 8 Credits. | | | 5 | 8 |  |  |
| 333402-000-00-KM-03, Developing Relationships, Level 4, 7 Credits. | | |  |  |  |  |
| 333402-000-00-KM-04, Brand Reputation, Level 4, 3 Credits. | | |  |  |  |  |
| 333402-000-00-KM-05, Property and Real Estate Services, Level 4, 8 Credits. | | |  |  |  |  |
| 333402-000-00-KM-06, Financial Business Principles, Level 4, Level, 5 Credits. | | |  |  |  |  |
| Total | | |  | | | |
| **Practical Skill Modules (insert/delete rows as per qualification):** | | | | | | |
| 333402-000-00-PM-01, Employ Macro Trends to Develop Contracts in line with Client Needs and Comply with Legislation, Level 4, 7 Credits. | | |  |  |  |  |
| 333402-000-00-PM-02, Apply Ethical Principles in the Interest of all Stakeholders, Level 5, 8 Credits. | | |  |  |  |  |
| 333402-000-00-PM-03, Build Proficient and Sustainable Client Relationships, Level 4, 6 Credits. | | |  |  |  |  |
| 333402-000-00-PM-04, Develop and Maintain a Personal and Professional Brand Through Innovation and Continuous Improvement, Level 4, 3 Credits. | | |  |  |  |  |
| 333402-000-00-PM-05, Perform Property and Real Estate Duties Resulting in Successful Transactions, Level 4, 8 Credits. | | |  |  |  |  |
| 333402-000-00-PM-06, Implement Sound Financial Practices to Achieve Personal and Business Objectives, Level 4, 5 Credits. | | |  |  |  |  |
| Total | | |  | | | |
| **Work Experience Modules (insert/delete rows as per qualification):** | | | | | | |
| 333402-000-00-KM-01, Legislative and Regulatory Framework, Level 4, 7 Credits. | | |  |  |  |  |
| 333402-000-00-KM-02, Ethical Business Principles, Level 5, 8 Credits. | | |  |  |  |  |
| 333402-000-00-KM-03, Developing Relationships, Level 4, 7 Credits. | | |  |  |  |  |
| 333402-000-00-KM-04, Brand Reputation, Level 4, 3 Credits. | | |  |  |  |  |
| 333402-000-00-KM-05, Property and Real Estate Services, Level 4, 8 Credits. | | |  |  |  |  |
| 333402-000-00-KM-06, Financial Business Principles, Level 4, Level, 5 Credits. | | |  |  |  |  |
| Total | | |  | | | |
| **Feedback to the RPL Candidate:** | | | | | | |
| Initial Assessment Decision: 🔿 Competent 🔿 Not Yet Competent  Final Assessment Decision: 🔿 Competent 🔿 Not Yet Competent  **The results of this RPL Assessment were obtained in a manner that was valid, fair and reliable.**  Candidate Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  RPL Assessor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |