

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
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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.					
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:				
<p>Initial Assessment Decision: <input type="radio"/> Competent <input type="radio"/> Not Yet Competent</p> <p>Final Assessment Decision: <input type="radio"/> Competent <input type="radio"/> Not Yet Competent</p> <p>The results of this RPL Assessment were obtained in a manner that was valid, fair and reliable.</p> <p>Candidate Signature: _____ Date: _____</p> <p>RPL Assessor Signature: _____ Date: _____</p>				