



**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT**  
**EXEMPLAR- PRACTICAL ASSESSMENT- PAPER 2**

**CANDIDATE INFORMATION**

|   |  |  |  |  |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|--|--|--|--|
| <b>SURNAME</b>                                |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>NAMES</b>                                  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>ID NUMBER</b>                              |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>EISA REGISTRATION NUMBER</b>               |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>ASSESSMENT CENTRE</b>                      |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>ASSESSMENT CENTRE ACCREDITATION NUMBER</b> |  |  |  |  |  |  |  |  |  |  |  |  |  |

**QUALIFICATION INFORMATION**

|                            |  |
|----------------------------|--|
| <b>QUALIFICATION TITLE</b> | Higher Occupational Certificate: Human Resource Management Administrator |
| <b>SAQA ID</b>             | 121150   |
| <b>NQF LEVEL</b>           | NQF Level 5  |
| <b>CREDITS</b>             | 120 Credits  |
| <b>ASSESSMENT DURATION</b> | 1 Hour 30 Min  |
| <b>TOTAL MARKS</b>         | Competent / Not Yet Competent  |
| <b>PASS MARK</b>           | Competent in all tasks   |
| <b>DATE OF EISA</b>        |  |

| CANDIDATE SCORE SUMMARY  |                                     |                    |               |
|--|-------------------------------------|--------------------|---------------|
| ELO  | Competent /<br>Not Yet<br>Competent | Candidate<br>Score | %<br>Achieved |
| <i><b>ELO 1:</b> Collect Human Resources data and process the data into appropriate information that is available for decision-making.</i> | C/NYC                               |                    |               |
|  | C/NYC                               |                    |               |
| <b>Assessor/Marker comments</b>  |                                     |                    |               |

\_\_\_\_\_  
SIGNATURE OF ASSESSOR/MARKER

DATE: \_\_\_\_\_

## **GENERAL EISA RULES**

1. Candidates are **only** allowed to use the supplied EISA booklets.
2. Candidates are **only** allowed to use a black pen for their answers.
3. Candidates to ensure that their name, surname and EISA registration number appear on the front of your EISA booklet.
4. This is a closed-book examination.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Candidates may make use of a calculator in this EISA.
7. 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 is prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Candidates are prohibited from conversing in any manner with other candidates.
11. 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.
12. Candidates who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment center by the invigilator.

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

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**SIGNATURE OF STUDENT**

## **INSTRUCTIONS TO CANDIDATES**

1. Candidates are required to complete all tasks.
2. You are acting as the HRM Administrator at the organisation described in the scenario.
3. You must:
  - Use professional HR terminology.
  - Apply HR legislation and ethical principles.
  - Complete all templates provided.
  - Ensure accuracy and compliance.
4. You may not:
  - Access the internet.
  - Consult external materials.
  - Collaborate with other candidates.
5. All answers must be written in the spaces provided.

## **SECTION 01**

### **INSTRUCTION TO THE CANDIDATE:**

Candidates are required to read the following scenario and complete the practical tasks relevant to the given scenario. All tasks must be performed as instructed, and all required evidence must be submitted using the templates provided. You have 1 hour and 30 minutes to complete this task.

### **SCENARIO FOR THE PRACTICAL ASSESSMENT**

*Horizon Retail Distribution (Pty) Ltd is a medium-sized organisation operating within the retail distribution sector, specialising in the storage and distribution of consumer goods to various retail outlets across Gauteng and surrounding provinces. The organisation consists of warehouse operations, logistics and delivery, administration, and management functions.*

*The Warehouse Department is the largest operational unit, employing the majority of staff responsible for receiving, storing, picking, and dispatching stock. The organisation operates on a shift system to meet delivery deadlines and client demands.*

### **YOUR ROLE**

*You are employed as a Human Resource Management (HRM) Administrator and report directly to the HR Officer. Your role includes maintaining HR records, supporting HR administrative processes, ensuring compliance with HR policies, and assisting with communication and reporting to stakeholders.*

*You are required to work closely with:*

- *Warehouse Supervisors*
- *Line Managers*
- *Payroll Department*
- *Employees and employee representatives*

### **CURRENT ORGANISATIONAL CONTEXT**

*An internal HR review has already been conducted, and the following issues have been confirmed. You are now required to implement HR administrative processes and respond to management requests.*

*The HR Officer has reviewed your findings and has now instructed you to implement corrective administrative actions, improve HR processes, and support communication with stakeholders.*

*The organisation is now moving from data analysis to operational response and compliance enforcement.*

### **IDENTIFIED ISSUES FROM HR REVIEW**

*The following issues have been verified:*

### **1. Absenteeism Concerns**

*Absenteeism in the Warehouse Department has been confirmed as higher than acceptable levels. There is a need to implement consistent monitoring, documentation, and follow-up processes.*

### **2. Overtime Non-Compliance**

*Overtime practices have been found to be non-compliant with organisational policy, including:*

- *Employees exceeding the 25-hour monthly limit*
- *Overtime not being pre-approved*
- *Unequal distribution of overtime*

### **3. Grievances Related to Shift Allocation**

*Formal grievances have been submitted by employees regarding unfair shift allocation. These grievances must now be formally processed in line with organisational procedures.*

### **4. Incomplete Personnel Records**

*A high number of personnel files have been identified as incomplete or inconsistent with HR system records. Immediate action is required to ensure compliance and proper recordkeeping.*

### **5. Vacancy: Warehouse Team Leader**

*The Warehouse Team Leader position remains vacant. HR is required to support and formalise the recruitment process, ensuring fairness, transparency, and proper documentation.*

## **MANAGEMENT REQUEST**

*The HR Officer has instructed you to:*

- *Maintain and update HR information systems and employee records to reflect verified and accurate workforce data.*
- *Apply relevant HR policies and procedures to address absenteeism, overtime non-compliance, grievances, and personnel file deficiencies.*
- *Process HR administrative tasks in line with organisational requirements, including grievance handling, recruitment support, and personnel file management.*
- *Prepare, update, and communicate HR information and reports to relevant stakeholders, including line managers and supervisors, based on specific operational requirements.*
- *Respond to authorised requests for HR information by extracting and presenting relevant data from maintained HR records and systems.*

- *Apply confidentiality and data protection procedures in accordance with organisational policies and POPIA when handling, storing, and communicating employee information.*
- *Submit completed HR outputs and provide explanations to the HR Officer on how the information supports HR decision-making, including recommendations for corrective and operational actions.*

### **ASSESSMENT CONTEXT**

*You will be required to perform a series of practical tasks based on this scenario. These tasks will assess your ability to:*

- *Use HRM systems and tools to maintain and update accurate HR records and databases.*
- *Apply HR policies and procedures in practical workplace situations, including absenteeism management, overtime control, grievance handling, and recruitment processes.*
- *Process HR administrative activities in a structured and compliant manner.*
- *Extract, prepare, and communicate HR information and reports in response to specific organisational and stakeholder requirements.*
- *Maintain appropriate HR information databases and respond to authorised requests for information.*
- *Apply confidentiality and data protection principles when handling employee data, ensuring compliance with POPIA and organisational standards.*
- *Submit HR outputs and explain how the information supports HR decision-making, demonstrating an understanding of workforce management, compliance, and operational effectiveness.*

*All tasks must be completed using the information provided in the scenario and any supporting documents supplied.*

## **SECTION 02**

### **SOURCE DOCUMENT PACK (ISSUED TO CANDIDATE)**

The following documents are included in this booklet.

#### **DOCUMENT 1 – HR EMPLOYEE DATABASE**

| <b>Horizon Retail Distribution (Pty) Ltd: Employee Database</b> |                   |                          |                           |                       |                                 |                              |
|---|-------------------|--------------------------|---------------------------|-----------------------|---------------------------------|------------------------------|
| <b>Employee Name</b>  | <b>Department</b> | <b>Employment Status</b> | <b>Absenteeism (Days)</b> | <b>Overtime Hours</b> | <b>Overtime Approval Status</b> | <b>Personnel File Status</b> |
| J. Molefe   | Warehouse         | Active                   | 3                         | 26                    | Not Approved                    | Incomplete                   |
| K. Daniels  | Warehouse         | Active                   | 4                         | 22                    | Approved                        | Incomplete                   |
| A. Peters   | Sales             | Active                   | 0                         | 5                     | Approved                        | Complete                     |
| L. Khumalo  | Warehouse         | Active                   | 5                         | 30                    | Not Approved                    | Incomplete                   |
| N. Singh  | Admin             | Active                   | 1                         | 4                     | Approved                        | Complete                     |
| T. Mokoena  | Warehouse         | Active                   | 2                         | 18                    | Approved                        | Complete                     |
| R. Naidoo   | Warehouse         | Active                   | 6                         | 28                    | Approved                        | Complete                     |
| S. Jacobs   | Logistics         | Active                   | 1                         | 12                    | Approved                        | Complete                     |
| B. Dlamini  | Warehouse         | Active                   | 4                         | 24                    | Not Approved                    | Complete                     |

#### **DOCUMENT 2 – OVERTIME APPROVAL FORM**

| <b>Horizon Retail Distribution (Pty) Ltd: Overtime Approval Form</b> |                     |                            |  |
|--|---------------------|----------------------------|--|
| <b>Employee Name:</b> _____  |                     | <b>Department:</b> _____   |  |
| <b>Month:</b> _____  |                     |                            |  |
| <b>Date</b>  | <b>Hours Worked</b> | <b>Reason for Overtime</b> | <b>Approved by Supervisor (Yes/No)</b> |
|  |                     |                            |  |
|  |                     |                            |  |
| <b>Supervisor name:</b> _____  |                     |                            |  |
| <b>Signature:</b> _____  |                     |                            |  |
| <b>Date:</b> _____   |                     |                            |  |



### DOCUMENT 3 – GRIEVANCE FORM

#### Horizon Retail Distribution (Pty) Ltd: Personnel File

**Employee Name:** R. Naidoo

**Department:** Warehouse

**Date Submitted:** 12 March 2026

**Nature of Grievance:**

Unfair shift allocation. Employee reports consistently being assigned night shifts while other employees rotate fairly.

**Details:**

"I have been scheduled for night shifts for the past four weeks without rotation. Other employees are rotated fairly, but this has not been applied to me."

**Employee Signature:** R Naidoo

### DOCUMENT 4 – GRIEVANCE REGISTER (TEMPLATE)

#### Horizon Retail Distribution (Pty) Ltd: GRIEVANCE REGISTER

| Employee Name | Date Received | Nature of Grievance | Status | Action Taken |
|---------------|---------------|---------------------|--------|--------------|
|               |               |                     |        |              |
|               |               |                     |        |              |
|               |               |                     |        |              |
|               |               |                     |        |              |
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|               |               |                     |        |              |
|               |               |                     |        |              |

**Document 5: WAREHOUSE SHIFT SCHEDULE (EXTRACT)****Horizon Retail Distribution (Pty) Ltd: Warehouse Shift Schedule**

| Employee Name | Week 1 | Week 2 | Week 3 | Week 4 |
|---------------|--------|--------|--------|--------|
| J. Molefe     | Day    | Night  | Day    | Night  |
| K. Daniels    | Day    | Day    | Night  | Day    |
| L. Khumalo    | Night  | Night  | Night  | Night  |
| R. Naidoo     | Night  | Night  | Night  | Night  |
| T. Mokoena    | Day    | Day    | Day    | Night  |
| B. Dlamini    | Day    | Night  | Day    | Day    |

**DOCUMENT 6: PERSONNEL FILE UPDATE REQUEST FORM****Horizon Retail Distribution (Pty) Ltd: Personnel File Update Request Form****Employee Name:****Department:****Missing Document Required:**☐  
☐  
☐  
☐  
☐  
☐

Employment contract  
Qualification  
Disciplinary Record  
Performance Review  
Emergency Contact Form  
Medical Certificate

**Requested by:** HR Department**Due Date:** \_\_\_\_\_

Employee Signature: \_\_\_\_\_

## DOCUMENT 7: HR INFORMATION REQUEST

### Horizon Retail Distribution (Pty) Ltd: HR Information Request

**From:** HR Officer

**To:** HRM Administrator

**Date:** \_\_\_\_\_

**Request:**

Please provide a summary of overtime compliance in the Warehouse Department.

Including:

- Total overtime worked
- Employees exceeding policy limits
- Instances of unapproved overtime

This information is required for management review.

## DOCUMENT 8: HR COMMUNICATION/ BRIEF TEMPLATE

### Horizon Retail Distribution (Pty) Ltd: HR Communication/ Brief

**To:** \_\_\_\_\_

**From:** HRM Administrator

**Date:** \_\_\_\_\_

**Subject:** HR Update – Warehouse Department

Summary of issue:

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Key Findings:

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Recommended Actions:

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## **DOCUMENT 9: POLICY EXTRACT (OVERTIME & POPIA)**

### **Horizon Retail Distribution (Pty) Ltd: HR Policies and Procedures Manual**

#### **1. OVERTIME MANAGEMENT POLICY**

Overtime work must be managed in a controlled and equitable manner to ensure compliance with organisational policy and labour legislation, while also promoting employee wellbeing.

- Employees may not work more than 25 hours of overtime per calendar month, unless exceptional circumstances are formally approved by senior management.
- All overtime must be authorised in advance by the relevant line manager and supported by documented approval.
- Overtime must be monitored and recorded accurately through the approved timekeeping system.
- Overtime opportunities must be distributed fairly and consistently among eligible employees to prevent favouritism or inequitable treatment.
- Any deviations from the overtime policy must be reported to HR and supported by documentation.

#### **2. GRIEVANCE HANDLING PROCEDURE**

The organisation is committed to maintaining fair and transparent processes for addressing employee grievances in a timely and professional manner.

- All grievances must be formally acknowledged within one (1) working day of receipt.
- A grievance meeting must be scheduled and conducted within three (3) working days of acknowledgement.
- All grievance processes must be handled in a confidential and impartial manner, ensuring that only authorised individuals are involved.
- Accurate records of all grievance processes, including submissions, meeting notes, and outcomes, must be documented and securely stored.
- Employees must be informed of the outcome in writing, and escalation procedures must be communicated where applicable.

### 3. PROTECTION OF PERSONAL INFORMATION (POPIA) COMPLIANCE

Horizon Retail Distribution (Pty) Ltd is committed to ensuring the lawful processing and safeguarding of employee personal information in line with the Protection of Personal Information Act (POPIA).

- All personal information must be collected and processed for a specific, lawful purpose related to employment and organisational requirements.
- Sensitive personal information, including medical records and disciplinary information, must be treated with a high level of confidentiality.
- Access to employee information must be restricted to authorised personnel only, based on their role and responsibility.
- Medical information must not be disclosed to any party without the employee's written consent, unless required by law.
- All HR records must be securely stored, whether in physical or electronic format, to prevent unauthorised access, loss, or disclosure.
- Employees handling personal information are responsible for ensuring that data is not shared, disclosed, or accessed inappropriately.
- Any breach of confidentiality or unauthorised disclosure of information must be reported immediately to HR and may result in disciplinary action.

#### DOCUMENT 10: PERSONNEL FILE INDEX (extract)

##### Horizon Retail Distribution (Pty) Ltd: Personnel File

###### Employee: **A. Peters (Sales)**

| Document               | Status |
|------------------------|--------|
| Certified ID Copy      | ✓      |
| Employment Contract    | ✓      |
| Emergency Contact Form | ✓      |
| Performance Review     | ✓      |
| Medical Certificate    | ✓      |

###### Employee: **N. Singh (Admin)**

| Document               | Status |
|------------------------|--------|
| Certified ID Copy      | ✓      |
| Employment Contract    | ✓      |
| Emergency Contact Form | ✓      |
| Performance Review     | ✓      |
| Medical Certificate    | ✓      |

### Horizon Retail Distribution (Pty) Ltd: Personnel File

#### Employee: T. Mokoena (Warehouse)

| Document               | Status |
|------------------------|--------|
| Certified ID Copy      | ✓      |
| Employment Contract    | ✓      |
| Emergency Contact Form | ✓      |
| Performance Review     | ✓      |
| Medical Certificate    | ✓      |

#### Employee: B. Dlamini (Warehouse)

| Document               | Status |
|------------------------|--------|
| Certified ID Copy      | ✓      |
| Employment Contract    | ✓      |
| Emergency Contact Form | ✓      |
| Performance Review     | ✓      |
| Medical Certificate    | ✓      |

#### Employee: J. Molefe (Warehouse)

| Document               | Status |
|------------------------|--------|
| Certified ID Copy      | ✓      |
| Employment Contract    | ✓      |
| Emergency Contact Form | X      |
| Performance Review     | ✓      |
| Medical Certificate    | ✓      |

#### Employee: K. Daniels (Warehouse)

| Document               | Status |
|------------------------|--------|
| Certified ID Copy      | ✓      |
| Employment Contract    | ✓      |
| Emergency Contact Form | ✓      |
| Performance Review     | X      |
| Medical Certificate    | ✓      |

#### Employee: L. Khumalo (Warehouse)

| Document               | Status |
|------------------------|--------|
| Certified ID Copy      | ✓      |
| Employment Contract    | X      |
| Emergency Contact Form | ✓      |
| Performance Review     | X      |
| Medical Certificate    | ✓      |

#### Employee: R. Naidoo (Warehouse)

| Document               | Status |
|------------------------|--------|
| Certified ID Copy      | ✓      |
| Employment Contract    | ✓      |
| Emergency Contact Form | ✓      |
| Performance Review     | ✓      |
| Medical Certificate    | ✓      |

**DOCUMENT 11: HR Personnel File Index (System Record)**

| <b>Employee</b> | <b>Employment Contract</b> | <b>Qualification</b> | <b>Disciplinary Record</b> | <b>Performance Review</b> |
|-----------------|----------------------------|----------------------|----------------------------|---------------------------|
| J. Molefe       | Available                  | Available            | Available                  | Available                 |
| K. Daniels      | Available                  | Available            | Available                  | Missing                   |
| A. Peters       | Available                  | Available            | Available                  | Missing                   |
| L. Khumalo      | Missing                    | Available            | Available                  | Missing                   |
| N. Singh        | Available                  | Available            | Available                  | Available                 |
| T. Mokoena      | Available                  | Available            | Available                  | Available                 |
| R. Naidoo       | Available                  | Missing              | Available                  | Available                 |
| S. Jacobs       | Available                  | Available            | Available                  | Available                 |
| B. Dlamini      | Available                  | Available            | Available                  | Available                 |

## **SECTION 3**

### **Question 1.1.1.**

#### **Maintain and Update HR Information**

##### **Practical Question:**

The HR Officer has identified that HR records in the Warehouse Department are not accurately reflecting current workforce conditions.

##### **Using the following documents:**

- Document 01: HR Employee Database
- Document 09: Overtime Policy Extract
- Document 06: Personnel File Update Request Form
- Document 10: Personnel File Index (File)
- Document 11: Personnel File Index (HR System Record)

##### ***Important:***

*Use the Overtime Approval Status column in Document 01 to determine whether overtime has been approved.*

*All findings must be based only on the information provided in the source documents. No assumptions may be made.*

##### **You are required to:**

1. Review the HR Employee Database and identify:
  - Employees exceeding overtime policy limits
  - Employees with unapproved overtime
  - Employees with incomplete personnel file status
2. Update the HR Employee Database to reflect:
  - Correct overtime compliance status:
    - Compliant
    - Non-Compliant (Exceeded / Not Approved / Both)
  - Updated personnel file status:
    - Complete / Incomplete(based on comparison between Document 10 and Document 11)
3. Record all updates made by completing a Record of Changes table, including:
  - Field updated
  - Description of change
  - Source document used

##### **Evidence Required:**

- Updated HR Employee Database
- Completed Record of Changes table



- Completed Personnel File Update Form (Document 06)

**Answer 1.1.1.**

**Horizon Retail Distribution (Pty) Ltd: DATA VERIFICATION CHECKLIST**

| <b>Employee Name</b> | <b>Department</b> | <b>Overtime Hours</b> | <b>Overtime Approval Status</b> | <b>Overtime Compliance Status</b> | <b>Personnel File Status</b> |
|----------------------|-------------------|-----------------------|---------------------------------|-----------------------------------|------------------------------|
| J. Molefe            |                   |                       |                                 |                                   |                              |
| K. Daniels           |                   |                       |                                 |                                   |                              |
| A. Peters            |                   |                       |                                 |                                   |                              |
| L. Khumalo           |                   |                       |                                 |                                   |                              |
| N. Singh             |                   |                       |                                 |                                   |                              |
| T. Mokoena           |                   |                       |                                 |                                   |                              |
| R. Naidoo            |                   |                       |                                 |                                   |                              |
| S. Jacobs            |                   |                       |                                 |                                   |                              |
| B. Dlamini           |                   |                       |                                 |                                   |                              |

Notes:

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| SECTION | COMPETENCY | CANDIDATE<br>SCORE |
|---------|------------|--------------------|
| 1.1.1.  | C / NYC    |                    |

### **Question 1.1.2.**

#### **Process and Analyse HRM Data**

##### **Practical Question:**

Following your review and update of the HR Employee Database, the HR Manager has requested a formal HR brief highlighting key workforce risks and compliance concerns in the Warehouse Department.

##### **Using the following documents:**

- Document 01: Updated HR Employee Database (from Task 1.1.1)
- Document 09: Policy Extract (Overtime, Grievance, POPIA)
- Document 08: HR Communication / Brief Template

##### ***Important:***

*All findings must be based on the information contained in the updated HR database and policy extract. No assumptions may be made.*

##### **You are required to:**

1. Analyse the HR data and identify:
  - Employees exceeding overtime policy limits
  - Employees with unapproved overtime
  - Employees with incomplete personnel file status
2. Compile a formal HR Brief using Document 08 that includes:
  - A summary of key workforce risks
    - Overtime non-compliance
    - Personnel file discrepancies
  - Supporting evidence from the HR data
    - Specific employee examples
    - Reference to policy requirements
  - Recommended administrative actions
    - Actions to address overtime non-compliance
    - Actions to address personnel file gaps

##### **Evidence Required:**

- Completed HR Brief (using Document 08)

**Answer 1.1.2.**

**Horizon Retail Distribution (Pty) Ltd: HR Communication/ Brief**

**To:** \_\_\_\_\_

**From:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Subject:** \_\_\_\_\_

Summary of issue:

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Key Findings:

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Recommended Actions:

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| SECTION | COMPETENCY | CANDIDATE<br>SCORE |
|---------|------------|--------------------|
| 1.1.2.  | C / NYC    |                    |

### **Question 1.1.3.**

#### **Process and Analyse HRM Data**

##### **Practical Question:**

Following your review and reporting of HR data, the HR Manager has requested that you further process the information into a structured format to support ongoing monitoring and decision-making.

##### **Using the following documents:**

- Document 01: Updated HR Employee Database (from Task 1.1.1)
- Document 05: Warehouse Shift Schedule (Extract)
- Document 09: Policy Extract (Overtime)

##### **Important:**

All analysis must be based on the information provided in the source documents. No assumptions may be made.

##### **You are required to:**

##### **1. Process the HR data by grouping employees into the following categories:**

- Employees compliant with overtime policy
- Employees exceeding overtime limits
- Employees with unapproved overtime
- Employees with combined non-compliance

##### **2. Analyse the data and identify:**

- Patterns or trends in overtime within the Warehouse Department
- Any risks related to workload distribution or scheduling

##### **3. Present your findings in a structured format (table or spreadsheet-style) that includes:**

- Employee name
- Overtime category
- Identified issue
- Supporting data (hours / approval status)

##### **Evidence Required:**

- Structured data table / spreadsheet
- Analysis summary (written or integrated into table)

**Answer 1.1.3:**

[illegible]This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

| SECTION | COMPETENCY | CANDIDATE<br>SCORE |
|---------|------------|--------------------|
| 1.1.3.  | C / NYC    |                    |

#### **Question 1.1.4.**

#### **Verify and Update Personnel File Records**

##### **Practical Question:**

Following your analysis of HR data, the HR Manager has requested that you verify the accuracy and completeness of employee personnel records to ensure compliance with organisational recordkeeping requirements.

##### **Using the following documents:**

- Document 10: Personnel File Index (File)
- Document 11: Personnel File Index (System Record)
- Document 06: Personnel File Update Form

##### **Important:**

All findings must be based on a comparison between the Personnel File Index (File) and the HR System Record. No assumptions may be made.

##### **You are required to:**

##### **1. Compare personnel records and identify:**

- Missing documents in the personnel file
- Discrepancies between file records and system records

##### **2. Record your findings by:**

- Listing the employee name
- Identifying the missing or inconsistent document(s)
- Indicating whether the issue is:
  - Missing document
  - System discrepancy

##### **3. Complete the Personnel File Update Form (Document 06) to:**

- Record required updates
- Ensure administrative follow-up and data accuracy

##### **4. Evidence Required:**

- Completed Personnel File Update Form (Document 06)
- Supporting comparison notes (table or structured list)



### Answer 1.1.4

| Employee Name | Document Issue | Type of Issue | Source of Evidence |
|---------------|----------------|---------------|--------------------|
| J. Molefe     |                |               |                    |
| K. Daniels    |                |               |                    |
| A. Peters     |                |               |                    |
| L. Khumalo    |                |               |                    |
| R. Naidoo     |                |               |                    |

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

| SECTION | COMPETENCY | CANDIDATE<br>SCORE |
|---------|------------|--------------------|
| 1.1.4.  | C / NYC    |                    |

### **Question 1.1.5.**

#### **Apply Confidentiality and Data Protection**

##### **Practical Question:**

During the completion of Tasks 1.1.1 to 1.1.4, you handled sensitive employee information, including absenteeism data, overtime records, disciplinary information, and personnel file records.

The HR Manager has requested a Confidentiality and Data Protection Report to ensure that all HR administrative activities are aligned with organisational policies and legal requirements.

##### **Using the following document:**

- Document 09: Policy Extract (POPIA and organisational data protection requirements)

##### **You are required to:**

##### **Prepare a Confidentiality and Data Protection Report for management that includes:**

#### **1. Application of confidentiality measures**

Explain how confidentiality and data protection were applied when handling:

- Absenteeism and disciplinary-related data
- Overtime records
- Personnel file and employee information

#### **2. Identification of sensitive data fields**

Identify specific data fields used in the tasks that require protection.

#### **3. Risks associated with handling employee information**

Outline the risks if confidentiality and data protection principles are not applied.

#### **4. Data protection measures implemented**

Describe the measures used to ensure:

- Restricted access
- Secure handling of information
- Compliance with organisational policy and legislation

##### **Important:**

*Your report must be based on the data and activities performed in the previous tasks. No generic answers will be accepted.*

##### **Evidence Required:**

- Confidentiality and Data Protection Report

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| SECTION | COMPETENCY | CANDIDATE<br>SCORE |
|---------|------------|--------------------|
| 1.1.5.  | C / NYC    |                    |

**Question 1.1.6.**

**Submit and Explain HR Outputs for Decision-Making**

**Practical Question:**

The HR Officer has requested a final submission of all HR outputs completed during this assessment.

Based on the work you have completed using the provided scenario and supporting documents, you are required to:

- Submit your completed HR data report and supporting HR outputs
- Provide a structured explanation to the HR Officer that includes:
  - Key workforce risks identified in the Warehouse Department
  - Policy compliance issues identified (e.g. overtime, recordkeeping)
  - How the HR data can be used by management to support effective decision-making

Your response must be clearly linked to the scenario and demonstrate how the information can be used to improve workforce management and compliance.

**Evidence Required:**

**Final submission of all completed HR outputs:**

- Updated HR Employee Database (Question 1.1.1)
- HR Communication / Brief (Question 1.1.2)
- Processed Data Table / Analysis (Question 1.1.3)
- Personnel File Update Forms (Question 1.1.4)
- Confidentiality & POPIA Compliance Report (Question 1.1.5)

**Structured written explanation addressing:**

- Workforce risks
- Policy compliance issues
- Decision-making support

**Horizon Retail Distribution (Pty) Ltd: FINAL REPORT**

**Summary of HR Findings**

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**1. Actions Taken**

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## Horizon Retail Distribution (Pty) Ltd: FINAL REPORT

### 2. Key Workforce Risks Identified

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### 3. Policy Compliance Issues

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### 4. How the information supports HR Decision-Making

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| SECTION | COMPETENCY | CANDIDATE<br>SCORE |
|---------|------------|--------------------|
| 1.1.6.  | C / NYC    |                    |



| <b>CANDIDATE SCORECARD ELO 01</b> |               |   |               |                        |
|-----------------------------------|---------------|---|---------------|------------------------|
| <b>ELO</b>                        | <b>1</b>      | Collect Human Resources data and process the data into appropriate information that is available for decision-making.       |               |                        |
| <b>RESPONSIBILITIES</b>           | <b>1.1.</b>   | Collect Human Resources data and process the data into appropriate information that is available for decision-making.       |               |                        |
| <b>STANDARDS</b>                  |               |   | <b>C/ NYC</b> | <b>CANDIDATE SCORE</b> |
|                                   | <b>1.1.1.</b> | Apply knowledge of using relevant HRM software and tools to gather accurate and comprehensive HRM data.                     | <b>C/ NYC</b> |                        |
|                                   | <b>1.1.2.</b> | Apply knowledge of the processes of collecting and verifying HRM data into information that is reported for HRM decision-   | <b>C/ NYC</b> |                        |
|                                   | <b>1.1.3.</b> | Prepare and present reports at meetings and to stakeholders when required.  | <b>C/ NYC</b> |                        |
|                                   | <b>1.1.4.</b> | Maintain appropriate information databases and extract reports responding to specifically authorised requests.              | <b>C/ NYC</b> |                        |
|                                   | <b>1.1.5.</b> | Apply confidentiality and data protection procedures during the task.   | <b>C/ NYC</b> |                        |
|                                   | <b>1.1.6.</b> | Submit the completed data report and explain (verbally or in writing) how the information could support HR decision making. | <b>C/ NYC</b> |                        |
| <b>TOTAL FOR ELO 1</b>            |               |   | <b>C/ NYC</b> |                        |

## FINAL SUBMISSION CHECKLIST (FOR CANDIDATES)

### Practical Assessment – Paper 1 Submission Checklist

Horizon Retail Distribution (Pty) Ltd

#### Instructions to Candidate:

Before submitting your assessment, ensure that you have completed **all required tasks** and included all supporting evidence.

Tick (✓) each item once completed.

#### SECTION A: COMPLETED PRACTICAL TASKS

| Task  | Description                                 | Completed (✓)            |
|-------|---|--------------------------|
| 1.1.1 | Updated HR Employee Database                | <input type="checkbox"/> |
| 1.1.2 | HR Communication / Brief (Overtime Request) | <input type="checkbox"/> |
| 1.1.3 | HR Briefing Document (Workforce Issues)     | <input type="checkbox"/> |
| 1.1.4 | Personnel File Update Request Forms         | <input type="checkbox"/> |
| 1.1.5 | Confidentiality & POPIA Compliance Record   | <input type="checkbox"/> |
| 1.1.6 | HR Findings Explanation                     | <input type="checkbox"/> |

#### SECTION B: SUPPORTING DOCUMENTS INCLUDED

| Requirement                                     | Included (✓)             |
|---|--------------------------|
| Updated HR records reflect accurate information | <input type="checkbox"/> |
| All forms are fully completed                   | <input type="checkbox"/> |
| All required documents are clearly labelled     | <input type="checkbox"/> |
| All responses are linked to the scenario        | <input type="checkbox"/> |

## SECTION C: QUALITY CHECK

| Requirement   | Yes (✓)                  |
|---|--------------------------|
| Information is accurate and consistent across all documents | <input type="checkbox"/> |
| HR policies (overtime, POPIA) have been applied correctly   | <input type="checkbox"/> |
| All sensitive information has been handled confidentially   | <input type="checkbox"/> |
| All answers are clear, structured, and professional         | <input type="checkbox"/> |