

INSTRUCTIONS TO ASSESSORS AND MODERATORS

1. BEFORE THE ASSESSMENT

1.1 VERIFY CANDIDATE READINESS

- Confirm that the candidate has completed required training and formative assessments.
- Check entry requirements and that the candidate understands the purpose of the assessment.

1.2 PREPARE THE ASSESSMENT ENVIRONMENT

- Ensure the workspace is clean, safe, and equipped with required tools and materials (PPE, cleaning chemicals, equipment, waste containers, etc.).
- Confirm all equipment is functional and in good condition.

1.3 BRIEF THE CANDIDATE

- Explain the assessment process, duration, and expected outcomes.
- Inform the candidate of the competency decision criteria.
- Remind the candidate of health and safety regulations.
- Allow questions for clarity before starting.

1.4 CHECK DOCUMENTATION

- Ensure assessment instruments, checklists, and rubrics are available and up to date.
- Confirm candidate identification and complete attendance/register documents.

2. DURING THE ASSESSMENT

2.1 OBSERVE WITHOUT INTERFERING

- Do not assist candidates during the performance of tasks.
- Only intervene if there is a safety risk.

2.2 COLLECT HOLISTIC EVIDENCE

- Use observation checklists, oral questioning, and product evaluation.
- Evidence must reflect:

- Practical ability
- Applied knowledge
- Professional conduct
- Safety compliance

2.3 ENSURE FAIRNESS AND CONSISTENCY

- Apply the same assessment criteria to all candidates.
- Avoid bias based on gender, language, culture, or background.

2.4 RECORD FINDINGS IMMEDIATELY

- Tick/check each criterion as it is demonstrated.
- Make written notes for borderline, exceptional, or unsafe performance.

3. AFTER THE ASSESSMENT

3.1 MAKE A COMPETENCY JUDGMENT

- Use assessment tools to determine Competent (C) or Not Yet Competent (NYC).
- Base decisions solely on evidence collected.

3.2 PROVIDE FEEDBACK

- Give clear, constructive, supportive feedback.
- For NYC decisions, explain areas requiring improvement and recommend further training.

3.3 COMPLETE ADMINISTRATIVE REQUIREMENTS

- Fill in assessment summary reports, checklists, and candidate declarations.
- Sign and date all documents and ensure the candidate signs as well.
- Submit the assessment pack to the Training Provider or AQP as per procedure.

3.4 MAINTAIN CONFIDENTIALITY

- Store documents securely.
- Only authorised personnel may view assessment information.

INSTRUCTIONS TO MODERATORS

1. BEFORE MODERATION

1.1 Assessors' suitability

- Check that assessors are registered, qualified, and competent in the field.

1.2 Sample Assessment Evidence

- Select the required sample (as per policy).
- Ensure a mix of:
 - Different assessors
 - Different candidates
 - Different assessment methods

2. DURING MODERATION

2.1 EVALUATE ASSESSMENT DECISIONS

- Ensure consistency across assessors.
- Verify that competence decisions are supported by sufficient evidence.

2.2 MONITOR FAIRNESS AND ETHICS

- Check that assessments were free of unfair bias.
- Ensure candidates were adequately briefed and treated according to procedure.

2.3 VALIDATE FEEDBACK QUALITY

- Ensure assessors provided clear and accurate feedback to candidates.

3. AFTER MODERATION

3.1 WRITE A MODERATION REPORT

- Summarise findings, strengths, and areas of improvement.
- Include recommendations for assessor development where needed.

3.2 SUBMIT REQUIRED DOCUMENTATION

- Submit the moderation report, sampled evidence, and checklists to the relevant authority.

3.3 ENSURE CORRECTIVE ACTIONS

- Where inconsistencies or errors exist, ensure they are corrected.
- Follow up to ensure future assessments comply fully with standards.

4. GENERAL PRINCIPLES

All assessors and moderators must apply the following principles:

4.1 PRINCIPLES OF GOOD ASSESSMENT

- Validity – Assess what the qualification requires.
- Reliability – Results must be consistent across candidates.
- Fairness – No discrimination or bias.
- Practicality – Feasible and realistic procedures.
- Sufficiency – Enough evidence gathered.

4.2 CODE OF CONDUCT

- Maintain professionalism.
- Respect confidentiality.
- Promote safety.
- Treat all candidates with dignity.
- Avoid conflict of interest.

5. SAFETY REQUIREMENTS

Both assessors and moderators must ensure that:

- All cleaning chemicals are used according to manufacturer instructions.
- PPE is worn correctly (gloves, masks, aprons, shoes).
- Slippery floor signs are used when needed.
- Emergency procedures are known and communicated.

Task 1

The Mokoena family has just lost their 68-year-old father, Mr. Mokoena, after a short illness. He passed away in the hospital. The family is emotionally distressed, particularly the wife and eldest daughter, who are struggling to process the loss. They have little experience in arranging a funeral and are unsure of the procedures involved.

The mortician must meet the family at the funeral home the following day.

As a Mortician, you are required to do the following for the bereaved family:

1. Counsel the bereaved family. (10 min)
2. Ask relevant questions and advise the family accordingly. (10 min)
3. Provide practical solutions in terms of funeral arrangements. (10 min)

Item NO	Task description	Competent	Not Competent	Yet
1.1.	Counsel the bereaved family (10 min)			
1.1.1	Offers sincere condolences.			
1.1.2	Showing empathy to the family.			
1.1.3	Maintains professional boundaries.			
1.2.	Ask relevant questions and advise the family accordingly (10 Min)			
1.2.1.	Demonstrate active listening.			
1.2.2.	Respond sensitively to emotions.			
1.2.3.	Uses clear, simple language.			
1.2.4.	Asks about documentation (ID, death certificate).			
1.2.5.	Asks about cultural/ religious requirements.			
1.2.6.	Confirms service location & attendance.			
1.2.7.	Outline burial/ cremation options.			
1.2.8.	Explains preparation of the deceased.			
1.2.9.	Clarifies timelines.			
1.2.10.	Clarifies family preferences respectfully.			
1.2.11.	Avoids pressuring the family.			
1.3.	Provide practical solutions in terms of the funeral arrangements (10 min)			
1.3.1.	Provides clear next steps.			

1.3.2.	Explains costs transparently.		
1.3.3.	Offers suitable options within budget.		
1.3.4.	Anticipate potential challenges.		
1.4.	Verbally answer the questions asked by the assessor on the work you have done		

OVERALL COMPETENCY:

COMPETENT	
NOT YET COMPETENT	
COMMENTS	
ASSESSOR'S SIGNATURE	
MODERATOR'S SIGNATURE	

Time Allocated: 30 minutes

Task 2

The learner is a trainee mortician working in a simulated mortuary laboratory. A mannequin or training model is used to represent a 55-year-old male who passed away from natural causes in the hospital.

The “family” (role-played by facilitators) has requested:

- Embalming
- Open-casket viewing
- The deceased to be dressed in a suit provided by the family.

The learner is required to demonstrate professional, hygienic, ethical, and technical competence in preparing the deceased for embalming and viewing.

Simulation Conditions

- **Use of a training mannequin or simulation model.**
- **Real embalming chemicals may be replaced with water-based substitutes.**
- **All PPE must be worn according to occupational health and safety regulations.**

Item NO	Task description	Competent	Not Competent	Yet
2.1	Outline to the Assessor the process of preparing for the body for Embalming (5 min) .			
2.2	Narrate the process for cofining (5 min) .			
2.3	Dress the body as per the family guidelines (20 min) .			
2.4	Apply cosmetics (20 min) .			
2.5	Place and position the body in the coffin (10 min) .			
1.4.	Verbally answer the questions asked by the assessor on the work you have done			

OVERALL COMPETENCY:

COMPETENT	
NOT YET COMPETENT	
COMMENTS	

ASSESSOR'S SIGNATURE	
MODERATOR'S SIGNATURE	

Time Allocated: 60 minutes

Overall Time Allocated: 90 minutes