

NATIONAL CERTIFICATE IN  
WHOLESALE AND RETAIL  
OPERATIONS SUPERVISION, NQF  
Level 4, ID 49397

## **Written Communication**

Practical Workplace Logbook



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This Practical Workplace Logbook articulates in the following programme and manner:

**NATIONAL CERTIFICATE IN WHOLESALE AND RETAIL OPERATIONS  
SUPERVISION, NQF LEVEL 4, ID 49397**

**WHOLESALE AND RETAIL Learning Programme**

**Written Communication**

Write and present texts for a range of communicative contexts, US ID 119465

Read, analyse and respond to a variety of texts, US ID 119469

Access information in order to respond to client enquiries in a financial services environment, US ID 9302



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## **Details of practical**

### **Name of learner**

.....

### **Name of learning programme**

**NATIONAL CERTIFICATE IN WHOLESALE AND RETAIL OPERATIONS  
SUPERVISION, NQF LEVEL 4, ID 49397**

**WHOLESALE AND RETAIL Learning Programme**

#### **Written Communication**

Write and present texts for a range of communicative contexts, US ID 119465

Read, analyse and respond to a variety of texts, US ID 119469

Access information in order to respond to client enquiries in a financial services  
environment, US ID 9302

### **Date practical experience begins**

.....

### **Date practical experience ends**

.....

### **Name of organisation providing the practical experience**

.....

## Introduction to the Practical Workplace Logbook

This Practical Workplace Logbook must be used as a guide to enable learners to achieve the specific outcomes, including the critical cross-field outcomes of the unit standard for this Learning Programme.

The purpose of the Logbook is to indicate to learners and their workplace coaches / mentors / assessors the practical skills to be developed and to be demonstrated by them in the workplace in order for them to meet the requirements of the specific outcomes and critical cross-field outcomes listed in the unit standard.

Learners must be able to prove their competence at the prescribed skills by being given the opportunity to participate in and perform the tasks / responsibilities that will expose them to the specific outcomes and critical cross-field outcomes and associated skills.

Workplace coaches / mentors / assessors must assess competence in the workplace by looking for evidence in a learner to perform the different tasks in a manner that meets the requirements of the unit standard.

Workplace coaches / mentors / assessor must also ensure that the workplace:

- Is conducive to fair and objective assessments
- Enables the learner to apply and demonstrate skill and knowledge
- Allows the learners to feel comfortable to learn and to be assessed
- Is supportive of the learning interventions

## General guidelines to using the Practical Workplace Logbook

The following information is to assist the learner as well as the mentor / coach / workplace assessor in performing the tasks.

1. Records must be retained for the duration of the workplace experience and must be included in the learner's PoE (Portfolio of Evidence)
2. The learner must practice very skills until they feel they are competent. The mentor / coach or workplace assessor will then check that the learner is able to perform the activity and sign the logbook. Similarly, any one time that the learner feels they have achieved the outcome through performing certain tasks in the workplace, they need to have the logbook signed off. The detailed activity or task relating to the outcome must be clearly stated in the logbook.
3. The learner is able to attach documents as proof they have completed certain activities (if applicable to the learning outcome).
4. The workplace must have a person who is response for overseeing the learner during the workplace practical period. This person should be qualified in line with the requirements of the unit standard the learning programme is aligned to.
5. Further, this person must:
  - a. Guide the learner through their practical experience
  - b. Ensure compliance with company policies and procedures such as work instructions, manual of procedures, standard practices, safety, documentation, etc.
  - c. Inspect the learner's work and after finding the learner competent, sign off on the detailed activity within the logbook
  - d. Ensure that the learner's logbook is up to date on each of the completed tasks.
6. The learner is required to:
  - a. Perform each given task in accordance with prescribed timeframes for doing so

- b. Work in accordance with company policies and procedures
- c. Adhere to all work instructions, safety procedures, etc.
- d. Record all completed tasks / activities in the logbook immediately
- e. Have the logbook regularly signed off by the mentor / coach or workplace assessor



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|                                                                                                                                                                                     |           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Organisation Name</b>                                                                                                                                                            |           |
| <b>Programme Coordinator</b>                                                                                                                                                        |           |
| <b>Coordinator Contact Details</b>                                                                                                                                                  |           |
| <b>Training Provider</b>                                                                                                                                                            |           |
| <b>Provider Role:</b> <ul style="list-style-type: none"> <li>• Manage delivery</li> <li>• Manage assessment</li> <li>• Manage full provision</li> </ul>                             |           |
| <b>Programme Nature and Name</b> <ul style="list-style-type: none"> <li>• Qualification</li> <li>• Learnership</li> <li>• Learning Programme</li> <li>• Skills Programme</li> </ul> |           |
| <b>Programme Duration (Notional Hours)</b>                                                                                                                                          | 120 Hours |
| <b>Workplace Component (Notional Hours)</b>                                                                                                                                         | 84 Hours  |

| Criteria                                                                                                                                            | Met | Not Yet Met |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------------|
| The learner is familiar with all required workplace exposure for this learning programme, and has access to the logbook requirements                |     |             |
| The employer / organisation is familiar with all required workplace exposure for this learning programme and has access to the logbook requirements |     |             |
| All required assessment instruments and resources are available in advance to the employer to carry out workplace assessments                       |     |             |

## **Specific outcome requirements**

### **Unit standard: Write and present texts for a range of communicative contexts, NQF Level 3, 5 Credits (US ID 119465)**

The learner will spend a minimum of 35 hours at the workplace in relation to achieving the practical component of the unit standard rules. It is during these hours that they will demonstrate achievement and competence of the learning outcomes as indicated in their Learner Study Guides.

### **Unit standard: Read, analyse and respond to a variety of texts, NQF Level 4, 5 Credits (US ID 119469)**

The learner will spend a minimum of 35 hours at the workplace in relation to achieving the practical component of the unit standard rules. It is during these hours that they will demonstrate achievement and competence of the learning outcomes as indicated in their Learner Study Guides.

### **Unit standard: Access information in order to respond to client enquiries in a financial services environment, NQF Level 3, 2 Credits (US ID 9302)**

The learner will spend a minimum of 14 hours at the workplace in relation to achieving the practical component of the unit standard rules. It is during these hours that they will demonstrate achievement and competence of the learning outcomes as indicated in their Learner Study Guides.

Please note that there are different ways for you to achieve an activity. You may physically do, perform, act out (in a real environment or under simulation) the activity; there are times when the activity requires a document as evidence. In these instances, you are required to get sign-off once you have the document.

Remember that all evidence / documents attached to this Practical Workplace Logbook are inserted into your PoE!!!

***Please remember  
to attach signed  
off schedules by  
your workplace  
coach / mentor or  
assessor as  
evidence of  
compliance to  
workplace hours  
requirements for  
the unit standard.***

***All these activities will have to be  
completed / demonstrated in the  
work environment or a simulated  
environment where the learner will  
be engaged and interacting with  
other members of a project team***

## Critical cross field outcomes

Further to achieving the specific outcomes and related assessment criteria, the learner will also be required to achieve competence on the critical cross field outcomes. These are as follows:

| CCFO                                                                                | US ID  | SPECIFIC OUTCOME   | <i>Please indicate the activity the learner has undertaken to achieve this CCFO</i> |
|-------------------------------------------------------------------------------------|--------|--------------------|-------------------------------------------------------------------------------------|
| <b>Identify and solve problems</b>                                                  | 119465 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 12155  | SO1, SO2, SO3, SO4 |                                                                                     |
|                                                                                     | 119469 | SO1, SO2           |                                                                                     |
|                                                                                     | 9302   | SO1, SO2, SO3      |                                                                                     |
| <b>Work effectively with others and as part of a team</b>                           | 119465 | SO2                |                                                                                     |
|                                                                                     | 119469 | SO3                |                                                                                     |
|                                                                                     | 9302   | SO4                |                                                                                     |
| <b>Organise and manage oneself and one's activities effectively and responsibly</b> | 119465 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 119469 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 9302   | SO1, SO2, SO3, SO4 |                                                                                     |
| <b>Collect, analyse, organise and critically evaluate information</b>               | 119465 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 119469 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 9302   | SO1, SO2, SO3, SO4 |                                                                                     |
| <b>Communicate effectively</b>                                                      | 119465 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 119469 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 9302   | SO1, SO2, SO3, SO4 |                                                                                     |
| <b>Use science and technology</b>                                                   | 119465 | SO2, SO3           |                                                                                     |
|                                                                                     | 119469 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 9302   | SO1, SO2, SO3, SO4 |                                                                                     |
| <b>Demonstrate an understanding of the world as a set of related systems</b>        | 119465 | SO1, SO3           |                                                                                     |
|                                                                                     | 119469 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 9302   | SO1, SO2, SO3, SO4 |                                                                                     |
| <b>Contribute to full personal development</b>                                      | 119465 | SO1, SO2, SO3      |                                                                                     |
|                                                                                     | 119469 | SO1, SO2, SO3      |                                                                                     |

## Sign-off

The workplace coach/mentor or assessor must use the table below to conclude whether the learner has effectively and conclusively demonstrated understanding and skill against the listed specific outcomes.

### Write and present texts for a range of communicative contexts, US ID 119465

| SO         | Requirements for Demonstrated Competence | Met / Not Met |
|------------|------------------------------------------|---------------|
| <b>S01</b> |                                          |               |
| <b>S02</b> |                                          |               |
| <b>S03</b> |                                          |               |

Assessed / Coached By: .....

Competent: ☒

Not Yet Competent: ☐

Assessor/ Coach Signature: .....

Learner Signature: .....

### Read, analyse and respond to a variety of texts, US ID 119469

| SO         | Requirements for Demonstrated Competence | Met / Not Met |
|------------|------------------------------------------|---------------|
| <b>S01</b> |                                          |               |
| <b>S02</b> |                                          |               |
| <b>S03</b> |                                          |               |

Assessed / Coached By: .....

Competent: ☒

Not Yet Competent: ☐

Assessor/ Coach Signature: .....

Learner Signature: .....

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**Access information in order to respond to client enquiries in a financial services environment, US ID 9302**

| SO         | Requirements for Demonstrated Competence | Met / Not Met |
|------------|------------------------------------------|---------------|
| <b>S01</b> |                                          |               |
| <b>S02</b> |                                          |               |
| <b>S03</b> |                                          |               |
| <b>S04</b> |                                          |               |

Assessed / Coached By: .....

Competent: ☒

Not Yet Competent: ☐

Assessor/ Coach Signature: .....

Learner Signature: .....

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