

**FURTHER EDUCATION AND TRAINING CERTIFICATE:
HAIRDRESSING:SAQA ID 65729 -LEVEL 4- 140
CREDITS**

**LEARNER WORKBOOK
SAQA:119462
ENGAGE IN SUSTAINED ORAL/SIGNED COMMUNICATION
AND EVALUATE SPOKEN/SIGNED TEXTS**

Learner Information:

Details	Please Complete this Section
Name & Surname:	
Organisation:	K & R HAIR ARTISTRY INSTITUTE
Unit/Dept:	HAIRDRESSING
Facilitator Name:	TSM DEODUTT
Date Started:	
Date of Completion:	

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OVERVIEW

About the Learner Workbook	<p>This Learner Exercise Workbook has been designed and developed to evaluate learners' level of understanding of the ENGAGE IN SUSTAINED ORAL/SIGNED COMMUNICATION AND EVALUATE SPOKEN/SIGNED TEXTS</p> <p>It forms part of a series of Learner Workbooks that have been developed for FURTHER EDUCATION AND TRAINING CERTIFICATE: HAIRDRESSING:SAQA ID 65729 -LEVEL 4- 140 CREDITS</p>		
Purpose	<p>The purpose of this Learner Exercise Workbook is to evaluate learners understanding on the specific outcomes and/or assessment criteria of the following SAQA Registered Unit Standards:</p>		
US No	US Title	Level	Credits
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
Context	<p>These assessments represents the Formative Assessment component of the Engage in sustained oral/signed communication and evaluate spoken/signed texts for the FURTHER EDUCATION AND TRAINING CERTIFICATE: HAIRDRESSING:SAQA ID 65729 -LEVEL 4- 140 CREDITS and should be completed in the classroom/training room.</p>		
Resources	<p>The following are resources needed for this assessment:</p> <ol style="list-style-type: none"> 1. Learner Guide; and 2. Assessment Preparation. 		
Instructions to Facilitators	<p>Facilitators will be required to:</p> <ul style="list-style-type: none"> • Explain the completion of the workbook to each learner; and • Interview the learner on similar questions, should he/she not be able to write. 		

Instructions to Learners	<p>Learners will be required to:</p> <ul style="list-style-type: none"> • Complete the workbook as per the instructions; • Ensure that all questions are completed; • Ensure that the completion of the workbook is their own work; • Ensure that all annexure are attached to the workbook and clearly referred to;
Assessment Time	Learners are required to complete this assessment within the allocated time frame of.... hours.
Total Mark	This formative assessment carries a total mark of _ points . In order to meet the pass mark, learners are required to achieve a minimum of 80% of the total marks.
Equipment	<p>Learners are required to have the following equipment in order to complete this workbook:</p> <ul style="list-style-type: none"> • Pen and Pencil; • Ruler; and • Exam Pad – for additional paper.

GENERAL INFORMATION

LEARNER DETAILS		
Learner Full Names		
Learner ID No.:		
Organisation:	K & R HAIR ARTISTRY INSTITUTE	
Unit/Dept:	HAIRDRESSING	
Contact Details:	Telephone /Cell Numbers:	Email Address:
WORKSHOP DETAILS		
Workshop Venue:		
Facilitator Name:	TSM DEODUTT	
Date Started:		
Date Completed:		

ASSESSMENT PREPARATION CHECKLIST

DESCRIPTION	YES	NO	COMMENTS/CONTINGENCY
This assessment is a formative assessment and it is based on the outlined unit standard/s for the Engage in sustained oral/signed communication and evaluate spoken/signed texts module.			
Your assessment evidence for Engage in sustained oral/signed communication and evaluate spoken/signed texts module needs to be submitted on..... (day) of.....(month).....(year) at the following address/place.....			
You will be assessed based on the outlined Unit Standards. The assessment activities are linked to specific outcomes/assessment criteria of the outlined Unit Standards.			
To determine your competence level, the following are the methods to be used for this assessment: 1. 2.			
To be declared competent on Engage in sustained oral/signed communication and evaluate spoken/signed texts module (formative assessment), you should have obtained at least 80% of the total mark of this assessment.			
You will be provided with detailed feedback on your performance of this assessment as follows: 1. Written Feedback 2. Verbal Feedback			

Should you be declared “not yet competent” on this assessment, you will be entitled for re-assessment opportunity/ies.			
You will be required to re-submit evidence (only for areas) you were declared not yet competent. A date for re-submission will be agreed with the assessor.			
You will be entitled to lodge an appeal should you not be satisfied with the assessment decision of your assessment.			
You will be required to provide the assessor feedback on assessment procedure – this is to assist in improving the assessment practices.			
Your results of assessment and portfolio of evidence information will not be provided to any person without your written consent.			

Learner's Declaration

I.....herewith declare that I am ready for the assessment, that we have reviewed the assessment preparation and plan, I understand the assessment process and I am happy that the assessment will be conducted in a fair manner.

Learner Signature:	Date:	Facilitator Signature:	Date:

Learning Unit 1

ENGAGE IN SUSTAINED ORAL COMMUNICATION AND EVALUATE SPOKEN TEXTS

UNIT STANDARD NUMBER	:	119462
LEVEL ON THE NQF	:	4
CREDITS	:	5
FIELD	:	Communication Studies and Language
SUB FIELD	:	Language

PURPOSE:	Learners at this level are aware of their audiences and purposes for communication. They listen effectively and critically. They are able to identify or adopt the style and language register required in different situations. They can usually identify the assumptions and inferences in what people say/sign. They speak/sign fluently and confidently in both formal and familiar settings and can articulate their purpose and meaning clearly. They can use language to convey detailed information, and to express their ideas and feelings. They control complex sentence structures and language conventions in their spoken/signed communications.
LEARNING ASSUMED TO BE IN PLACE:	
The credit calculation is based on the assumption that learners are already competent in terms of the full spectrum of language knowledge and communication skills laid down in the Revised National Curriculum Statements and unit standards up to NQF level 2.	

SPECIFIC OUTCOME 1.
RESPOND CRITICALLY YET SENSITIVELY AS A
LISTENER/AUDIENCE

Learning Outcomes

Answer the following question in the space provided below.

Activity 1

List the barriers to communication that will exist in a fighting situation and then describe how you would overcome these barriers.

ACTIVITY 2

In this exercise, you will need to look at yourself and decide on your strengths and weaknesses when it comes to verbal communication. Then write down what these strengths and weaknesses are. Next you need to draw up an action plan in which you state how you will work on your weaknesses and write down your goals to make improvements to your areas of weakness.

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.

<p>SPECIFIC OUTCOME 2.</p> <p>ANALYSE OWN RESPONSES TO SPOKEN/SIGNED TEXTS AND ADJUST AS REQUIRED.</p>
<p>Learning Outcomes</p>

Learning Outcomes	
LO1	Identify the components of a business plan and explain the importance of each component.
LO2	Develop a market research strategy and conduct a SWOT analysis.
LO3	Formulate a financial plan and calculate the break-even point.
LO4	Design a marketing mix and create a promotional budget.
LO5	Implement a business plan and monitor progress.

Activity 3

What are the positives, as well as any other negatives that you may think of with regard to the use of the telephone.

[illegible]

Activity 4

Think of your own work situations and make a list of the causes of workplace conflict

- ***What is the worst way to handle conflict?***
- ***What is the best way to handle conflict***

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<p>SPECIFIC OUTCOME 3.</p> <p>USE STRATEGIES TO BE AN EFFECTIVE SPEAKER/SIGNER IN SUSTAINED ORAL/SIGNED INTERACTIONS.</p>
<p>Learning Outcomes</p>

Learning Outcomes	
LO1	Identify the components of a business plan and explain the purpose of each section.
LO2	Analyze the market environment and identify potential opportunities and threats.
LO3	Develop a marketing strategy and plan for a specific business.
LO4	Evaluate the financial viability of a business plan and make recommendations.
LO5	Communicate the findings of a business plan presentation effectively.

Activity 5

Write down a step-by-step list in which this conflict is resolved.

[illegible]

Activity 6

***On your own, give a number of examples in which you
Believe you are entitled to say “No” to a superior***

[illegible]

<p align="center">SPECIFIC OUTCOME 4. EVALUATE SPOKEN/SIGNED DISCOURSE</p>
<p align="center">Learning Outcomes</p>

Activity 7

Look at the following situation; explain how the employee could deal with this situation for the best possible result. You will need to identify the problems with this situation and write a letter to address the matter.

You are working very hard at work. You have very little spare time. However, your manager is now insisting that you stay late one night a week to ensure that all the filing in the office is done by the end of each week. You feel that this request is asking too much of you.

Look at the following situation; explain how the employee could deal with this situation for the best possible result. You will need to identify the problems with this situation and write a letter to address the matter.

You are working very hard at work. You have very little spare time. However, your manager is now insisting that you stay late one night a week to ensure that all the filing in the office is done by the end of each week. You feel that this request is asking too much of you.

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.

Activity 8
<i>Suggest why people would label you “aggressive” when you are being assertive.</i>

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SELF-ASSESSMENT

The learner must make use of the following self-evaluation checklist to rate himself against the learning outcomes of this particular training module in establishing the level of mastery of the information.

1. Not able to comply
2. Reasonable compliance (Not acceptable for final evaluation)
3. Able to comply fully

LEARNING OUTCOMES		1	2	3
1	Write for a specific purpose and audience			
2	Use grammatical structures and writing conventions to produce coherent and cohesive texts for specific contexts			
3	Adapt language to suit context			
4	Draft and edit own writing.			

Learner Signature

Date

Facilitators' Signature

Date

ASSESSMENT FEEDBACK REPORT

FACILITATOR FEEDBACK & REMARKS

ASSESSMENT JUDGEMENT

Learner's Total Mark:

Requirements met ☐

Requirements not met ☐

Action/s required:

By when:

LEARNER FEEDBACK & COMMENTS

DECLARATION BY THE FACILITATOR

I (Facilitator) hereby certify that I have examined the learner workbook and I am satisfied with the evidence provided by the learner.

DECLARATION BY LEARNER

I,declare that I am satisfied that the feedback given to me by the Facilitator was relevant, sufficient and done in a constructive manner. I accept the assessment judgment and have no further questions relating to this particular assessment event.

Learner	Date
Facilitator	Date

DECLARATION BY THE ASSESSOR

I (Assessor) hereby certify that I have examined the learner workbook and I am satisfied with the Facilitator Judgment of this assessment.

Assessor	Date
Moderator	Date