



**Skills Programme:
Workplace Essential Skills
(NQF 4)**

Practical assessment



1. Introduction

As part of this training programme, you are required to complete a logbook that records your practical, on-the-job training and workplace exposure. This logbook forms part of your practical assessment and provides evidence of your participation and performance.

You will be assigned to a mentor/ supervisor who will guide and observe you while you perform workplace tasks. Assessment is based on your behaviour, participation, and ability to apply workplace skills.

You will be assessed using a combination of written responses and workplace observation. Your mentor or assessor will look for clear examples that show how you apply workplace rules, follow instructions, understand responsibilities, and behave professionally in a real workplace setting.

2. Acknowledgement of receipt

I, _____ (name and surname), ID _____, acknowledge receipt of this logbook and confirm that the on-the-job training process has been explained to me.

I hereby declare that the work contained in this logbook is my own and reflects my actual workplace experience. Where assistance, advice, or resource material from a workbook, policy documents, the internet, or any other sources was used, this has been acknowledged. I understand that plagiarism is a punishable offence and constitutes the theft of intellectual property.

Learner signature: _____

Date: _____

Mentor / supervisor name: _____

Mentor / supervisor signature: _____

Section A: Scope and requirements

Some activities may be completed through document analysis, simulation, or written evidence before placement. Other activities must be completed after placement and induction. Assessment may therefore take place in phases.

Your **supervisor / mentor** will assess you using the evaluation rubric provided. The practical assessment covers the following workplace essential skills:

- Apply for a career opportunity
- Prepare for and undertake an interview
- Analyse an employment contract
- Analyse a policy or guideline
- Demonstrate understanding of employer/employee responsibilities
- Apply for and accept an internship or placement
- Demonstrate understanding of Occupational Health and Safety requirements
- Participate in induction covering policies, procedures, and standards
- Observe and undertake general tasks
- Apply work ethics, norms, and values
- Work effectively as a team member
- Participate in meetings
- Contribute to a safe and productive environment

Section B: Company Representative (to be completed before assessment)

Name and Surname:	Date:
ID Number:	
Company:	Signature:
Company number/email:	

Section C: Mentor/supervisor guidance

When marking the learner, focus on observable behaviour and practical application, not theory recall. The mentor should look for evidence that the learner:

- Apply workplace rules consistently, not once-off
- Demonstrates understanding through action, not explanation only
- Follows instructions accurately and responsibly
- Behaves professionally in real or simulated situations

!! Written answers may be supported by workplace observation or verbal confirmation. Behavioural evidence should take priority where applicable.

Competent judgement guidance

A learner should be marked Competent if they:

- Perform the task with minimal guidance
- Show appropriate behaviour throughout
- Demonstrate basic understanding of roles, responsibilities, safety, and ethics

A learner should be marked Not Yet Competent if they:

- Require continuous prompting
- Display unsafe, unprofessional, or inappropriate behaviour
- Do not understand basic workplace expectations

Comments should clearly indicate:

- What was observed
- What needs improvement (if applicable)

Criteria 3: Employee responsibilities

Scenario:

Your employment contract includes the following duties as part of your role as a receptionist:

- Answer and direct incoming calls
- Welcome and assist visitors
- Maintain accurate staff attendance records
- Keep the reception area clean and professional
- Communicate messages accurately and timeously

1. Choose two duties and explain **how you will show responsibility** when performing them.

2. What will you do if you make a mistake, such as giving incorrect appointment information to a visitor?

Criteria 4: Employer responsibilities

Scenario:

Your employer is responsible for the following responsibilities:

- Provide a safe and secure work environment
- Provide clear working hours and break times and ensure cover during absence
- Provide supervision and guidance when required
- Supply tools and systems needed to perform duties
- Communicate workplace policies and procedures clearly



1. Choose two responsibilities and explain **how they support you in performing your receptionist duties.**

2. What should you do if the employer **does not** meet one of these responsibilities (e.g. safety hazards such as filing stacked in hallways)?

Criteria 5: Professional and respectful behaviour

Scenario:

A visitor arrives upset and explains they were given incorrect information by another staff member. Although the issue is not your fault, the visitor expects assistance.

1. Describe how you would handle the situation professionally and respectfully.



TOPIC 1 - Rubric

The mentor will assess the learner as *Competent* or *Not Yet Competent* based on consistent evidence. Bullet points serve as guidelines for what to consider when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1 Demonstrates understanding of workplace rules / procedures <ul style="list-style-type: none"> Explains how these rules apply to the receptionist role and why they are important Demonstrates awareness of the consequences of not following workplace policies 			
2 Follows lawful and reasonable instructions <ul style="list-style-type: none"> Recognises confidentiality and consent issues and knows how to escalate or clarify appropriately Identifies appropriate action when unsure about instructions Explains unlawful or unreasonable instructions in terms of the POPI Act 			
3 Identifies their own employee responsibilities <ul style="list-style-type: none"> Demonstrates accountability and reliability and takes responsibility for errors Communicates mistakes appropriately and takes corrective action 			
4 Recognises the employer responsibilities <ul style="list-style-type: none"> Demonstrates awareness of workplace safety obligations Recognises appropriate responses and reporting channels when employer responsibilities are not met 			
5 Conducts self in a professional and respectful manner <ul style="list-style-type: none"> Demonstrates the ability to handle conflict without blaming others Explains respectful and appropriate communication with upset visitors and staff members 			

Criteria 2: Prepare a basic CV

1. Prepare a basic CV **tailored for the General Store Assistant** position.

Refer to **Annexure 1** for an example of a basic CV. Download the Word document on Moodle to edit. Submit the adjusted CV **digitally** to your mentor for marking. Your CV should include:

- **CV Writing Tips** Tailor the CV to each job. Many companies use ATS systems to scan CVs. The example in Annexure 1 is ATS-friendly-use a similar layout.
Focus: Keep your CV to 1 - 2 pages, use professional language, clear headings, bullet points, and check spelling and grammar.
- **Personal details:** Full name, phone/email details, date of birth, city of residence (state if willing to relocate), driver's licence code (if applicable)
- **Summary:** *Optional but recommended:* Short 2 or 3-line paragraph using keywords from the advert, include your career goal, key skills, and what you can offer
- **Experience:** In list form, start and end dates (month/year), job title, company name, and key responsibilities in bullet point. If you have no/or limited experience, list part-time work, internships, or volunteer work (Arrange according to recent at top).
- **Education:** In list form, a matric certificate and tertiary education - Year of completion, certificate's and/or diploma's name, institution name, major subjects (Arrange according to recent at top).
- **Skills:** List 5–10 job-relevant skills (e.g. communication, teamwork, customer service, problem-solving, computer skills)
- **Additional training:** In list form, any short courses, professional certifications, workshops relevant to job your applying for - Year of Completion, Certificate or course name (Arrange according to recent at top).
- **References:** Write: *"References available upon request"*
- **Cover Letter:** Contact details, employer's contact details, date, position you are applying for relevant skills and experience, why you are suitable for the role, Closing statement and signature

1. Explain why it is important to keep your CV simple and accurate.



Criteria 3: Completing and submitting the CV/application

You have prepared an ATS-friendly CV. Adapt it **for a real internship / job opportunity** you want to apply for.

1. Refer to **Annexure 2** for an email application example. Type your own application email and submit a screenshot of the email message and below documents as evidence:
 - CV
 - Cover letter
 - Academic certificates (e.g. Martic certification or tertiary diplomas)
 - Additional Certificates (e.g. relevant training/workshops or licenses)
 - ID or Passport Copy

2. What should you check before submitting your application?

Criteria 4: Understanding application requirements

Scenario:

Most job adverts require applicants to submit a CV with working contact details before a closing date.

1. List two application requirements mentioned above.

2. Explain why it is important to follow application instructions exactly.



TOPIC 2 - Rubric

The mentor will assess the learner as *Competent* or *Not Yet Competent* based on consistent evidence. Bullet points serve as guidelines for what to consider when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1 Identifies a suitable job/internship opportunity <ul style="list-style-type: none"> Explains why the job is suitable by linking general skills to the job requirements Matches at least one skill or quality to the role 			
For Criteria 2 and Criteria 3, <ul style="list-style-type: none"> You (the mentor) must submit the digital CV and supporting documents to the Project Coordinator (PC). The PC must upload it under 'Application Component' → 'Topic 2: CV Upload' on the Moodle platform as evidence. 			
2 Prepare a basic CV <ul style="list-style-type: none"> Submits a two-page CV including all key sections listed on page 12 Presents information clearly and accurately, using simple and appropriate wording for the entry-level job in Criteria 1 			
3 Completes and submits the CV/application correctly <ul style="list-style-type: none"> Submits evidence of an email application message with the required documents listed on page 13 (any job, any company) Demonstrates understanding of how to submit a job application Identifies basic checks before submission (e.g. correct contact details, grammar check, attachments included) 			
4 Demonstrates understanding of application requirements <ul style="list-style-type: none"> Identifies application requirements from the scenario, including deadlines and instructions Explains the possible consequences of not following application instructions 			

TOPIC 3 – Prepare and undertake an interview

Type of activity	Industry activity
 Writing  Role Play w. mentor/super	 Work placement  Not yet placed. Role play w. mentor/super

This topic prepares you for a job interview by focusing on professional appearance, punctuality, clear communication, and respectful behaviour.

Criteria 1: Professionally dressed and punctual

Scenario:

You have been invited to attend an interview for a **Pharmacy Assistant Trainee** position. The interview is scheduled for early morning, before the pharmacy opens to the public.

1. Describe what you would wear to the interview to meet professional standards.

2. Explain how you would plan your day to ensure you arrive early and prepared for the interview.

Criteria 2: Responds clearly and appropriately to interview questions

Criteria 3: Respectful communication and attitude

Scenario:

Your **mentor will act** as the Pharmacist and conduct an interview with you for the Pharmacist Assistant Trainee role. Criteria 2 and 3 will be completed in one interview session. Your mentor will observe your body language, tone and attitude.

Note: The mentor will video record the interview as evidence. When you welcome yourself, introduce yourself clearly, stating your full name and surname.



1. **Before role-playing** the interview with your mentor, outline key points you plan to include when answering interview questions for the Pharmacist Assistant Trainee position.

2. **After completing the role-play** interview, explain how clearly and appropriately you responded to the questions and what you would improve.

3. **After completing the role-play** interview, describe how you demonstrated respect and professionalism during the interview.

4. **After completing the role-play** interview, explain how your attitude contributed to a positive interaction with the interviewer.

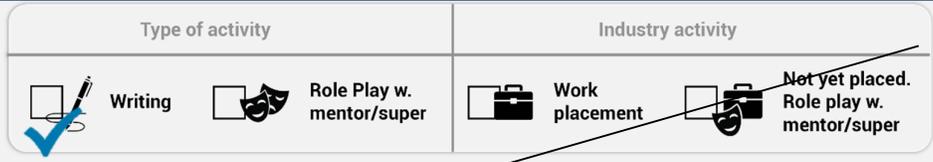


TOPIC 3 - Rubric

The mentor will assess the learner as *Competent* or *Not Yet Competent* based on consistent evidence. Bullet points serve as guidelines for what to consider when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1 Professionally dressed and punctual <ul style="list-style-type: none"> • Identifies appropriate interview attire, including neat hair or beard and good personal hygiene • Explains practical steps to arrive early and demonstrates understanding of punctuality in a healthcare setting 			
<p>For Criteria 2 and Criteria 3 You will act as the Pharmacist in a single interview session. This session must be video recorded.</p> <ul style="list-style-type: none"> ➤ You (the mentor) must submit the digital video to the Project Coordinator (PC). ➤ The PC must upload it under 'Application Component' → 'Topic 3: Interview Upload' on the Moodle platform as evidence. ➤ The learner must introduce themselves by stating their name and surname. ➤ Ask a total of 10 questions during the interview: 5 questions for each criteria section. 			
2 Responds clearly and appropriately to interview questions <ul style="list-style-type: none"> • Responds clearly during the role-play interview • Stays focused on the Pharmacist Assistant Trainee role and reflects realistically in responses • Example interview questions: <ul style="list-style-type: none"> - "Why do you want to work as a Pharmacy Assistant Trainee?" - "How would you manage a busy period in the pharmacy?" 			
3 Demonstrates respectful communication and attitude <ul style="list-style-type: none"> • Demonstrates awareness of tone, body language, and attitude during the interview • Shows understanding of customer sensitivity • Example interview questions: <ul style="list-style-type: none"> - "How would you communicate with a customer who is feeling unwell while waiting for assistance?" - "How would you respond if you do not know the answer to a customer's question?" 			

TOPIC 4 – Analyse an employment contract



This topic will teach you how to read and analyse an employment contract, focusing on key sections such as working hours, duties, pay, leave, and responsibilities.

Scenario:

You applied for an **Education Support Assistant position at the school support office**. Refer to **Annexure 3** to answer all criteria questions.

Criteria 1: Identify key sections of the employment contract

1. Explain the terms of the following key sections in the employment contract. The first example has been completed for you

Job title / position: Explains what job you are employed to do and your role in the organisation.

Working hours: _____

Duties / Responsibilities: _____

Remuneration: _____

Leave entitlements: _____

Employer Responsibilities: _____

Notice period: _____

Workplace rules and policies: _____

2. Why is it important for an employee to read and understand these sections before signing the contract?

Criteria 2: Explain own responsibilities outlined in the contract

1. According to the contract, describe two responsibilities you have as an Education Support Assistant.

2. How do these responsibilities help the training centre or school operate effectively?

Criteria 3: Explain employer responsibilities outlined in the contract

1. According to the contract, describe two responsibilities the employer has towards you.

2. How do these responsibilities support you in performing your role as an Education Support Assistant?



TOPIC 4 - Rubric

The mentor will assess the learner as *Competent* or *Not Yet Competent* based on consistent evidence. Bullet points serve as guidelines for what to consider when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1 Identifies key sections of an employment contract <ul style="list-style-type: none"> • Accurately describes the key sections of an employment contract • Demonstrates understanding of why these sections are important 			
2 Explains own responsibilities outlined in the contract <ul style="list-style-type: none"> • Explains responsibilities relevant to the Education Support Assistant role as outlined in the contract • Demonstrates understanding of workplace accountability 			
3 Explains employer responsibilities outlined in the contract <ul style="list-style-type: none"> • Identifies employer responsibilities stated in the contract and explains how they support the employee • Demonstrates awareness of employer obligations 			
4 Demonstrates basic understanding of contract conditions <ul style="list-style-type: none"> • Correctly explains working hours and leave conditions • Demonstrates understanding of the importance of following contract conditions 			

TOPIC 5 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1 Identifies the purpose of the workplace policy <ul style="list-style-type: none"> Clearly explains the main purpose of the policy in a DIY shop Identifies who the policy is meant to protect (employees, customers, visitors) and to prevent accidents and injuries 			
2 Explains expected behaviour required by the policy <ul style="list-style-type: none"> Explains that consistent safe behaviour builds trust, reduces accidents, improves morale, sets a positive standard, and promotes professionalism and customer confidence. Explains how the policy reduces risks and prevents harm 			
3 Applies the policy correctly in the workplace <ul style="list-style-type: none"> Describes realistic and appropriate actions in a given workplace situation of a spill Shows understanding of risk prevention through correct action 			
4 Demonstrates compliance with workplace rules <ul style="list-style-type: none"> Identifies relevant PPE, explains how it protects against specific hazards, and links its use to compliance. Explains that the issue should be addressed or reported and demonstrates shared responsibility for safety. 			

TOPIC 6 – The workplace environment and responsibilities of an employer and employee

Type of activity		Industry activity	
 Writing	 Role Play w. mentor/super	 Work placement	 Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate your understanding of employer and employee responsibilities by responding to workplace situations based on your role as an employee. The topic focuses on applying workplace rules consistently, responding appropriately to supervision, taking responsibility for your actions, and maintaining professional relationships without constant supervision.

Criteria 1: Applies workplace rules without constant supervision

Scenario:

You work in a workplace where employees are required to follow specific rules relating to dress code, safety, attendance, and work procedures. These expectations were explained during your induction and are outlined in workplace policies. One morning, you notice a coworker arriving for their shift wearing sandals instead of the required closed, non-slip footwear. The coworker explains that they are “only working a short shift” and does not believe the rule applies in this situation. The supervisor has not yet noticed, and no reminder has been given.

1. Identify the workplace rule or employee responsibility that is not being followed in this situation.

2. Explain why this rule is important for safety, professionalism, and workplace standards.

3. Describe the responsibility of the employee to follow workplace rules, even when supervision is not present.



4. Explain how consistently following workplace rules demonstrates reliability and independence as an employee.

Criteria 2: Responding to supervision and feedback

Scenario:

You complete a task during your shift and believe you have followed the correct process. When your supervisor reviews your work, they explain that the task does not fully meet workplace procedures and identify specific steps that were missed. The supervisor explains the correct process, shows you the written procedure, and asks you to redo the task using the correct method. They also tell you that the task will be checked again later in the week to make sure the correct process is being followed. Although you feel disappointed because you put effort into the task, the feedback is given professionally.

1. Describe how you should respond to the supervisor's feedback in a professional and appropriate manner.

2. Identify an example of an inappropriate or unprofessional response in this situation and explain why it would be inappropriate.

3. According to the scenario, what resources or support has the supervisor provided to help you complete the task correctly, and how should you use these to meet workplace procedures?



Criteria 3: Taking accountability for tasks and behaviour

Scenario:

At the end of your shift, you check your task list and realise that part of a task assigned to you earlier in the day was not completed. The task instructions required the work to be finished before the next shift began so that the following team could continue their duties without delay. Workplace procedures state that employees must report incomplete tasks to their supervisor and record any outstanding work before leaving their shift. Your supervisor has explained that this process allows the next shift to understand what has been completed, what still needs to be done, and prevents work from being duplicated or missed. No one has raised the issue yet, and your supervisor has not noticed that the task is incomplete.

1. According to the scenario, what workplace requirement applies when a task is not completed before the end of a shift?

2. Based on the workplace procedures described, describe the steps you should take before leaving your shift to address the unfinished task.

3. Explain how reporting and recording unfinished work helps the next shift continue their duties without confusion or delay.

Criteria 4: Maintaining professional relationships

Scenario:

During a busy and stressful shift, workloads increase and time pressures rise. A coworker speaks to you in a frustrated tone while asking you to complete an additional task that is needed to keep work on schedule. Workplace expectations state that employees must communicate respectfully, cooperate with others, and manage conflict professionally to maintain a positive working environment. Although the coworker's tone is unprofessional, the task still needs to be completed to support the team.



1. According to the workplace expectations described, what standard of behaviour is required from you in this situation?

2. Based on the scenario, describe how you should respond to the coworker to complete the task while maintaining a professional working relationship.

3. Using the scenario information, explain how responding professionally in this situation helps support teamwork and maintain a positive workplace environment.



TOPIC 6 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1 Applies workplace rules without constant supervision. <ul style="list-style-type: none"> • Correctly identifies the relevant workplace rule and explains why it is important. • Demonstrates understanding that workplace rules apply even when supervision is not present. • Shows how consistent rule-following demonstrates reliability and independence. 			
2 Responds appropriately to supervision and feedback. <ul style="list-style-type: none"> • Describes a professional and constructive response to supervisor feedback. • Identifies inappropriate responses and explains why they are unprofessional. • Shows understanding of how supervision and procedures support correct work practices. 			
3 Demonstrates accountability for tasks and behaviour. <ul style="list-style-type: none"> • Identifies responsibility to report and record unfinished tasks. • Describes appropriate actions before leaving a shift. • Explains how accountability supports task handover and continuity between shifts. 			
4 Maintains professional relationships in the workplace. <ul style="list-style-type: none"> • Identifies expected standards of respectful and professional behaviour. • Describes appropriate responses to challenging or stressful interactions. • Explains how professional behaviour supports teamwork and positive working relationships. 			

TOPIC 7 – Apply and accept an internship / workplace placement

Type of activity	Industry activity
<input checked="" type="checkbox"/> Writing <input type="checkbox"/> Role Play w. mentor/super	<input type="checkbox"/> Work placement <input checked="" type="checkbox"/> Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate your ability to apply for and accept a job or internship by following workplace procedures and communicating professionally. The topic focuses on confirming important employment details and preparing to begin work in a new workplace environment.

Criteria 1: Follows procedures to accept workplace placement

Scenario:

You have been offered a job or internship with BrightPath Services. The employer sends you the following email:

*"We are pleased to offer you a position as a Workplace Assistant. To accept this offer, please reply by **Friday 15 March** confirming your availability. You must also complete the attached acceptance form and provide a copy of your photo ID and relevant certification before your start date. Once these steps are completed, we will confirm your start date. You cannot begin work until all required documents have been received."*

1. Based on the information provided in the email, identify the specific steps you must complete before you are able to start work.

2. If you realise you do not have one of the required documents by the deadline, explain what action you should take and who you should contact.

3. Write a professional email response accepting the job or internship offer and acknowledging the next steps outlined by the employer.



Criteria 2: Demonstrates understanding of workplace expectations

Scenario:

After accepting the job or internship, you receive the following information from the employer during your induction:

*"Your standard work hours are **8:30 am to 4:30 pm**, Monday to Friday. Employees are expected to arrive **10 minutes early** to prepare for their shift. Closed-toe shoes and a company shirt must be worn at all times. Mobile phones are not permitted during work hours unless authorised by a supervisor. All employee and client information must remain confidential. You must follow all workplace health and safety procedures and immediately report any hazards or incidents to your supervisor. If you are unsure about any task or rule, you must speak to your supervisor before proceeding."*

You are expected to follow these requirements from your first day of work.

1. Based on the information provided, identify **four** workplace expectations that apply to you in this job or internship.

2. Choose **two** of the expectations listed above and explain why each is important in a professional workplace.

4. According to the information provided, what action should you take if you are unsure about a task or workplace rule?

5. Explain how following the expectations outlined above can affect your performance and future employment opportunities.



Criteria 3: Confirms start dates, duties, and reporting lines

Scenario:

After accepting the job or internship, you receive the following email from the employer:

"Your position will commence in the first week of April. On your first day, please report to reception when you arrive. You will initially be assisting the operations team with basic administrative tasks, including filing documents, updating records, and supporting daily office operations. Your supervisor during the first four weeks will be the Operations Coordinator, who will allocate tasks and provide guidance. If you have any questions before your start date, please contact Human Resources."

You notice that the email does not specify the exact start date or start time, and you want to ensure you clearly understand your duties and reporting arrangements before your first day.

1. Based on the information provided, describe the duties you will be responsible for when you begin work and identify any details about these duties that may need clarification.

2. According to the email in the scenario, who will you report to during your first four weeks, and how does this information help you understand your reporting lines in the workplace?

3. Write a professional **email** or **message** requesting confirmation of your exact start date, start time, and first-day reporting instructions.

TOPIC 7 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
<p>1</p> <p>Follows procedures to accept workplace placement.</p> <ul style="list-style-type: none"> • Correctly identifies the required steps to accept the placement, including documentation and timelines. • Demonstrates appropriate action when required documents are unavailable (e.g. contacting the correct person). • Communicates acceptance professionally and acknowledges next steps. 			
<p>2</p> <p>Demonstrates understanding of placement expectations.</p> <ul style="list-style-type: none"> • Correctly identifies key workplace expectations outlined by the employer. • Explains the importance of selected expectations in a professional workplace. • Demonstrates understanding of appropriate actions when unsure about tasks or rules. 			
<p>3</p> <p>Confirms start dates, duties, and reporting lines.</p> <ul style="list-style-type: none"> • Accurately describes assigned duties and identifies information requiring clarification. • Correctly identifies reporting lines and explains their relevance in the workplace. • Communicates professionally to request clarification of start details. 			

TOPIC 8 – Demonstrate understanding of Occupational Health and Safety

Type of activity		Industry activity	
 Writing	 Role Play w. mentor/super	 Work placement	 Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate your understanding of Occupational Health and Safety by identifying workplace hazards and explaining safe working practices relevant to your role. The topic focuses on recognising hazards, following safety procedures, and responding appropriately to workplace emergencies.

Criteria 1: Identifies basic workplace hazards

Scenario

During your shift, you move between the storage area, main work area, and staff break room. You notice the following:

- A box has been left on the floor near a doorway.
- A power cable is stretched across a walkway to reach a piece of equipment.
- A spill has occurred near the sink, but no warning sign has been placed.

These conditions have been present for part of the shift, and other employees are walking through the area.

1. For each hazard, explain how it could cause injury or harm if not addressed.

2. Based on workplace safety responsibilities, describe the action you should take when you identify these hazards.



3. Explain why hazards must be reported or controlled even if no injury has occurred.

Criteria 2: Follows safe working procedures and uses protective equipment where required

Scenario

You are required to complete tasks that involve manual handling and the use of cleaning chemicals. During your induction, the following workplace safety procedures are explained:

- Gloves must be worn at all times when handling cleaning chemicals.
- Safety footwear must be worn at all times in designated work areas.
- Manual handling procedures must be followed when lifting items over a certain weight to prevent injury.
- Damaged or missing PPE must be reported to a supervisor immediately, and tasks must not continue until appropriate PPE is available.

During your shift, you notice a coworker lifting heavy items without using the correct manual handling technique and handling cleaning chemicals without wearing gloves. When asked, the coworker says the task will “only take a minute” and that their gloves are torn but they did not want to delay the job.

1. Identify **two** safe working procedures mentioned in the scenario that must be followed.

2. Identify the **personal protective equipment** (PPE) required in this scenario and explain when it must be used.



3. Explain the potential risks of not following these procedures or not using PPE correctly.

4. Describe what action you should take if you notice PPE is damaged, missing, or not being used as required.

Criteria 3: Demonstrates awareness of emergency procedures

Scenario

During your shift, the fire alarm sounds. According to workplace emergency procedures:

- Employees must stop work immediately and make any equipment safe if time permits.
- Employees must remain calm and exit the building using the nearest marked emergency exit, following illuminated exit signs.
- Lifts must not be used during an evacuation.
- Employees must assist visitors or clients if it is safe to do so.
- Employees must proceed directly to the designated assembly point in the car park and remain there.
- Supervisors or fire wardens will conduct a headcount using attendance records.
- Employees must report any missing persons or hazards to the supervisor or fire warden.
- Employees must not re-enter the building until given clear instruction by a supervisor or emergency services.

You are working in an area away from your usual workstation when the alarm sounds and are not immediately sure which exit is closest.

1. Based on the scenario, describe the steps you are required to follow when the alarm sounds.



2. Explain why it is important to follow emergency procedures exactly as instructed.

3. Identify **two** emergency procedures outlined in the scenario that help ensure all employees are safely accounted for during the evacuation, and explain how each procedure achieves this.

4. Based on the emergency procedures outlined in the scenario, identify **two** responsibilities you have as an employee during the evacuation and explain how following these responsibilities supports workplace safety.



TOPIC 8 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required	
1	<p>Identifies basic workplace hazards.</p> <ul style="list-style-type: none"> • Correctly identifies the hazards described and explains how each could cause harm or injury. • Demonstrates understanding of appropriate actions to take when hazards are identified. • Explains why hazards must be reported or controlled even if no injury has occurred. 			
2	<p>Follows safe working procedures and uses protective equipment where required.</p> <ul style="list-style-type: none"> • Correctly identifies required safe working procedures and relevant PPE. • Explains when and why PPE and safe procedures must be used. • Demonstrates understanding of risks and appropriate actions when procedures or PPE are not followed. 			
3	<p>Demonstrates awareness of emergency procedures.</p> <ul style="list-style-type: none"> • Accurately describes the required steps to follow during an emergency evacuation. • Demonstrates understanding of employee responsibilities during an emergency. • Explains how following emergency procedures supports safety and accountability. 			

TOPIC 9 – Workplace Induction

Type of activity		Industry activity	
 Writing	 Role Play w. mentor/super	 Work placement	 Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate your understanding of workplace induction by responding to scenarios based on information provided during the induction process. The topic focuses on how you participate in induction and how well you understand workplace policies, procedures, standards, and safety rules.

Criteria 1: Attends workplace induction

Scenario

On your first day of work, you attend a workplace induction session. The induction includes:

- an overview of the organisation
- a review of workplace policies and procedures
- an explanation of safety rules and emergency procedures
- a tour of the workplace
- time allocated to ask questions

You are required to sign an induction attendance form at the end of the session to confirm your participation.

1. Based on the scenario, identify the purpose of attending a workplace induction.

2. According to the information provided, what topics were covered during the induction session?



3. Explain why signing the induction attendance form is important for both you and the employer.

Criteria 2: Demonstrates understanding of workplace policies

Scenario

During your workplace induction, the facilitator explains several key workplace policies and provides practical examples of how they apply. You are told that:

- Employees must arrive on time for all scheduled shifts and notify a supervisor if they are running late or unable to attend.
- Workplace behaviour must be respectful at all times, including how employees speak to coworkers, supervisors, and clients.
- All employee and client information must remain confidential and must not be shared outside the workplace or discussed in public areas.
- Workplace equipment and resources must only be used for work purposes and handled according to instructions.

The facilitator explains that these policies guide daily decision-making at work and are used to address issues if they are not followed. Employees are also reminded that if they are unsure how a policy applies to a situation, they are expected to ask for clarification before acting.

1. Identify **two** workplace policies discussed during the induction and describe one example of how each policy applies to everyday work activities.

2. Based on the scenario, explain how workplace policies are intended to guide employee behaviour and decision-making on a daily basis.



3. According to the information provided, what action should you take if you are unsure how a workplace policy applies to a specific task or situation?

Criteria 3: Demonstrates understanding of workplace procedures and standards

Scenario

As part of your workplace induction, you are shown how to complete common tasks correctly by following step-by-step workplace procedures. You are informed of who to report to if you need instructions or experience an issue, and you are shown where safety procedures and personal protective equipment (PPE) information are displayed. The induction also explains the expected standards of work quality and behaviour, including completing tasks accurately, following instructions, and communicating professionally. You are told that these procedures and standards must be followed consistently to ensure work is completed safely, efficiently, and to an acceptable standard. Employees are also informed that if they are unsure about a procedure or standard after the induction, they must seek clarification before continuing with the task.

1. Identify two workplace procedures or standards explained during the induction.

2. Based on the scenario, explain how following workplace procedures and standards helps ensure safe and effective work practices.

3. According to the information provided, what action should you take if you are unsure about a procedure or standard after the induction has finished?



TOPIC 9 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1 Attends workplace induction. <ul style="list-style-type: none"> • Demonstrates understanding of the purpose of workplace induction. • Correctly identifies key topics covered during the induction. • Explains the importance of confirming attendance through induction records. 			
2 Demonstrates understanding of workplace policies. <ul style="list-style-type: none"> • Correctly identifies workplace policies and explains how they apply to daily work. • Demonstrates understanding of how policies guide behaviour and decision-making. • Shows awareness of appropriate action when unsure about policy requirements. 			
3 Demonstrates understanding of workplace procedures/standards. <ul style="list-style-type: none"> • Identifies key workplace procedures or standards explained during induction. • Explains how procedures and standards support safe and effective work practices. • Demonstrates understanding of the need to seek clarification when unsure. 			

TOPIC 10 – Observe and undertake general workplace tasks

Type of activity		Industry activity	
 Writing	 Role Play w. mentor/super	 Work placement	 Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate your ability to observe and undertake general workplace tasks under supervision, in line with workplace standards. The topic focuses on following instructions, using workplace resources responsibly and completing tasks within expected timeframes.

Criteria 1: Performs Assigned Tasks Correctly

Scenario

On your shift, your supervisor assigns you the task of restocking a work area. Before you begin, the supervisor explains that the task must be completed by:

- checking the stock list provided before placing any items
- placing items in the correct labelled locations
- using the demonstrated method for lifting and handling items
- stopping and asking questions if you are unsure about any step

The supervisor observes your work and explains that the task is considered completed correctly only if all instructions are followed. You are reminded that accuracy is more important than speed and that you must pause the task and ask for clarification if you are uncertain at any time.

1. According to the scenario, what task were you assigned, and what are two specific steps you were required to follow to complete the task correctly?

2. Based on the information provided, why does the supervisor emphasise following instructions rather than completing the task quickly?



3. As stated in the scenario, what are you required to do if you are unsure about any part of the task?

Criteria 2: Uses workplace resources responsibly

Scenario

To complete your assigned task, you use several workplace resources, including shelving equipment, stock items, and a manual handling trolley. During training, your supervisor explains the correct expectations for using workplace resources. You are instructed that equipment is to be used only for work purposes, handled carefully to prevent injury or damage, and returned to its designated storage area after use. You are also told that any equipment that is faulty or damaged must be reported immediately to prevent safety risks and unnecessary costs.

1. Identify **two** workplace resources you may be required to use when completing general workplace tasks.

2. Describe **two** ways an employee can demonstrate responsible use of workplace resources.

3. What is the correct action an employee should take if a workplace resource is damaged or not working properly?

Criteria 3: Completes tasks within expected timeframes

Scenario

You are asked to consider a situation where you are assigned a stock restocking task. This example is used only to demonstrate how workplace timeframes and task expectations may be applied in a real work environment. Your supervisor explains that the restocking task must be completed before the next shift begins so incoming staff can start work immediately. You are told that if the task is not completed on time, the next shift may be delayed, and additional staff time may be required to resolve the issue. Your supervisor instructs you to organise your work, follow the required steps, and monitor your progress by regularly checking completed sections of the stock list against the remaining items and the time available. You are also told that if you experience delays or difficulties that could affect completion time, you must inform your supervisor as soon as possible.

1. Based on your own work experience, describe one way you organised your work to ensure a task was completed within a required timeframe.

2. Explain why completing a task within the required timeframe was important in this situation.

3. Based on your own work experience, describe one action you took to monitor your progress and ensure the task stayed on schedule.



TOPIC 10 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1			
2			
3			

TOPIC 11 – Apply work ethics, norms and values

Type of activity	Industry activity
<input checked="" type="checkbox"/> Writing <input type="checkbox"/> Role Play w. mentor/super	<input type="checkbox"/> Work placement <input checked="" type="checkbox"/> Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate how you apply work ethics, norms, and values during daily workplace activities. The topic focuses on showing honesty and integrity, being punctual and reliable, and treating colleagues with respect.

Criteria 1: Demonstrates honesty and integrity

Scenario

You are completing a routine task at work under supervision. While performing the task, you notice that you have made a small error that has not yet been identified by anyone else. Your supervisor has previously explained that employees are expected to be honest about mistakes so they can be corrected early and do not cause further issues. You are told that reporting errors promptly supports trust in the workplace and helps maintain work quality. Failing to report mistakes may lead to larger problems later and may affect workplace safety or service delivery.

1. Based on the scenario, explain why reporting mistakes honestly is important in the workplace.

2. Based on your own work experience, describe one situation where being honest helped resolve a workplace issue or prevent a problem.

3. Based on the scenario, what could be the consequence of not reporting a mistake when it occurs?



Criteria 2: Displays punctuality and reliability

Scenario

You are scheduled to start work at a specific time each day. Your supervisor explains that arriving on time allows tasks to begin as planned and prevents delays for other team members. You are also told that if you are unable to attend work or expect to arrive late, you must notify your supervisor as early as possible. You are reminded that punctuality and reliability help the workplace operate smoothly and ensure that responsibilities are shared fairly among staff.

1. Based on your own work experience, describe one way you ensure you arrive at work and start tasks on time.

2. Explain why punctuality is important for the team and workplace operations.

3. What action are you expected to take if you know you will be late or unable to attend work?

Criteria 3: Treats colleagues with respect

Scenario

You work as part of a team where you regularly interact with colleagues. Your supervisor explains that respectful behaviour includes speaking politely, listening to others, and cooperating when working together. You are told that disagreements should be handled calmly and professionally. The supervisor also explains that respectful behaviour helps create a positive work environment and reduces conflict, while disrespectful behaviour can affect teamwork and workplace morale.



1. Identify two behaviours that demonstrate respect toward colleagues.

2. Based on your own work experience, describe one way you show respect when working with others.

3. Explain how respectful behaviour benefits the workplace.



TOPIC 11 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1			
2			
3			

TOPIC 12 – Work as a team member

Type of activity	Industry activity
 Writing  Role Play w. mentor/super	  Work placement  Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate your ability to work effectively as part of a team during daily workplace activities. The topic focuses on cooperating with team members, communicating respectfully, and contributing to shared team objectives.

Criteria 1: Cooperates with team members

Scenario

You are working as part of a team to complete a shared workplace task. Each team member has been given specific responsibilities, and the task must be completed correctly and within a set timeframe. Your supervisor explains that cooperation involves following agreed instructions, completing your own duties, and assisting other team members when required. You are told that if team members do not cooperate, the task may be delayed, and the overall outcome may be affected.

1. Describe **one** situation where you adjusted your own work to support another team member or help the team complete a task.

2. Explain why cooperation between team members is important when completing shared workplace tasks.

3. Identify **one** possible impact on the team if a team member does not cooperate with others.



Criteria 2: Communicates respectfully within the team

Scenario

You work in a team where regular communication is required to complete tasks effectively. Your supervisor explains that respectful communication includes listening to others, speaking politely, sharing information clearly, and responding to different opinions in a calm and professional manner. You are told that respectful communication helps prevent misunderstandings and supports positive working relationships, while disrespectful communication can lead to conflict and reduced teamwork.

1. Identify **two** behaviours that demonstrate respectful communication within a team.

2. Based on your own workplace experience, describe **one** way you share information or clarify tasks with team members to support effective teamwork.

3. Explain how respectful communication helps a team work more effectively.

Criteria 3: Contributes to team objectives

Scenario

Your team is working toward a shared workplace objective that requires each team member to complete their assigned tasks. Your supervisor explains that contributing to team objectives means completing your responsibilities on time, following instructions, and supporting the team's overall goals. You are told that when each team member contributes effectively, the team is more likely to achieve its objective. If individuals do not contribute, the team may struggle to meet its goals.

1. Describe **one** way you have contributed to achieving a team objective in your workplace.

2. Explain why individual contributions are important when working toward a shared team goal.

3. Describe how you know when your contribution has successfully supported the team's objective.



TOPIC 12 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1			
2			
3			

TOPIC 13 – Participate in workplace meetings

Type of activity	Industry activity
 Writing  Role Play w. mentor/super	  Work placement  Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate your ability to attend and participate in workplace meetings in a professional manner. The topic focuses on attending meetings as required, listening actively to others, and communicating respectfully during discussions.

Criteria 1: Attends workplace meetings

Scenario

You are required to attend a scheduled workplace meeting that has been organised to discuss upcoming tasks and workplace updates. The meeting details, including the date, time, and location, are communicated to you in advance. Your supervisor explains that when a meeting is scheduled, employees are expected to read the meeting information carefully, plan their work tasks so they are available at the meeting time, and attend the meeting for its full duration. Employees are also expected to arrive on time so that discussions can begin as scheduled. You are told that attending meetings as required ensures that important information is shared, responsibilities are clearly understood, and work can continue without delays. If employees do not attend meetings, they may miss critical instructions or updates that affect their work.

1. According to the scenario, what **two** actions are employees expected to take before a workplace meeting to ensure they can attend as required?

2. Explain why attending workplace meetings as required is important for sharing information and understanding work responsibilities.



3. Identify **one** possible issue that may occur if an employee does not attend a required workplace meeting.

Criteria 2: Listens actively during meetings

Scenario

During a workplace meeting, several team members share updates, instructions, and ideas. You are expected to focus on what is being said, avoid distractions, and take note of key points that relate to your work tasks. Your supervisor explains that active listening helps prevent misunderstandings and ensures tasks and decisions discussed in meetings are carried out correctly.

1. Identify **two** behaviours that demonstrate active listening during a workplace meeting.

2. Describe **one** way you show that you are listening and understanding information shared in a meeting.

3. Explain how active listening during meetings supports effective work outcomes.



Criteria 3: Demonstrates respectful communication and attitude

Scenario

During a meeting, team members are encouraged to share ideas, ask questions, and discuss different viewpoints. Your supervisor explains that respectful communication includes speaking politely, allowing others to finish speaking, and responding to different opinions in a professional manner. You are told that maintaining a respectful attitude during meetings supports positive working relationships and encourages open and productive discussion.

1. Identify **two** examples of respectful communication or behaviour during a workplace meeting.

2. Describe **one** way you communicate respectfully when contributing to a meeting discussion.

3. Explain how respectful communication and attitude contribute to productive workplace meetings.



TOPIC 13 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
<p>1 Attends workplace meetings.</p> <ul style="list-style-type: none"> • Demonstrates understanding of attendance expectations, including preparation and being available for the full meeting. • Explains the importance of attending meetings for information sharing and understanding responsibilities. • Identifies potential issues that may occur when meetings are missed. 			
<p>2 Listens actively during meetings.</p> <ul style="list-style-type: none"> • Identifies behaviours that demonstrate active listening during meetings. • Describes appropriate ways of showing attention and understanding of information shared. • Explains how active listening supports accurate task completion and work outcomes. 			
<p>3 Demonstrates respectful communication and attitude.</p> <ul style="list-style-type: none"> • Identifies behaviours that demonstrate respectful communication during meetings. • Describes appropriate respectful contributions to meeting discussions. • Explains how respectful communication and attitude support productive meetings and working relationships. 			

TOPIC 14 – Contribute to a safe and productive work environment

Type of activity	Industry activity
 Writing  Role Play w. mentor/super	  Work placement  Not yet placed. Role play w. mentor/super

In this topic, you will demonstrate how you contribute to a safe and productive work environment during daily workplace activities. The topic focuses on maintaining a clean and orderly work area, following safety rules consistently and reporting unsafe conditions when they are identified.

Criteria 1: Maintains a clean and orderly work area

Scenario

You work in an area where tools, materials, and equipment are used throughout the day. Your supervisor explains that maintaining a clean and orderly work area includes keeping walkways clear, storing tools and materials in designated locations, and cleaning up spills or waste as they occur. You are told that a tidy work area helps prevent accidents, makes it easier to complete tasks efficiently, and supports a professional work environment. Leaving work areas untidy may increase the risk of injury and slow down work processes.

1. Identify **two** actions that help maintain a clean and orderly work area.

2. Explain how keeping your work area clean and orderly supports productivity in the workplace.

3. Identify **one** risk that may arise if work areas are not kept clean and organised.



Criteria 2: Follows safety rules consistently

Scenario

During your induction and ongoing supervision, you are informed of workplace safety rules that must be always followed. These include wearing required personal protective equipment (PPE), following safe work procedures, and complying with safety signage and instructions. Your supervisor explains that safety rules apply to all employees and must be followed consistently, not only when supervision is present. Failing to follow safety rules can lead to injuries, damage to equipment, or harm to others.

1. Identify **two** workplace safety rules that employees are required to follow consistently.

2. Explain why it is important to always follow safety rules, even when tasks seem routine.

3. Identify **one** possible consequence of not following workplace safety rules.

Criteria 3: Reports unsafe conditions when identified

Scenario

During your shift, you become aware of a condition in your work area that could pose a risk if left unaddressed. Workplace procedures explain that employees are not responsible for fixing all hazards themselves, but they are responsible for reporting unsafe conditions promptly to a supervisor or designated person. Your supervisor explains that unsafe conditions must be reported even if no incident has occurred, and even if the issue seems minor. Reporting hazards allows the workplace to take corrective action and prevent injuries or disruptions to work. You are also told that failing to report unsafe conditions may place others at risk and may be considered a failure to follow workplace safety responsibilities.



1. Why is reporting unsafe conditions considered part of an employee's ongoing responsibility, rather than a one-off action?

2. Explain why employees are required to report unsafe conditions even if no one has been injured.

3. Identify who unsafe conditions should be reported to in your workplace and explain why reporting through the correct channel is important.



TOPIC 14 - Rubric

The mentor must mark the learner as Competent or Not Yet Competent based on consistent evidence across the activity. The bullet points show what to look for when marking each criterion.

Criteria activity number	Competent	Not Yet Competent	Comments / Action required
1 Maintains a clean and orderly work area. <ul style="list-style-type: none"> • Identifies practical actions that support a clean and organised work area. • Demonstrates understanding of how cleanliness supports safety and productivity. • Identifies risks associated with untidy or poorly maintained work areas. 			
2 Follows safety rules consistently. <ul style="list-style-type: none"> • Identifies workplace safety rules that apply to daily tasks. • Demonstrates understanding that safety rules must be followed consistently, not only under supervision. • Identifies consequences of failing to follow workplace safety rules. 			
3 Reports unsafe conditions when identified. <ul style="list-style-type: none"> • Demonstrates understanding of the responsibility to report unsafe conditions when they are noticed. • Explains why hazards must be reported even if no injury has occurred. • Identifies appropriate reporting channels and explains why correct reporting is important. 			

Section D: Assessment conclusion and logbook record

GENERAL COMMENTS OF MENTOR/SUPERVISOR:		
Date:	Time started:	Time completed:
Mentor/supervisor name:	Mentor/supervisor signature:	Learner signature:

Madilyn Jacobs*Office Administrator*

☎ +27 (0) 82 000 0000

✉ example@gmail.com

📅 Date of Birth: 26/02/1996

📍 Bloemfontein, South Africa (willing to relocate)

🚗 Driver's License: Code B

Auto Performance

11/02/2026

92 Harvey Road,
Oranjesig,
Bloemfontein,
9301

To whom it may concern,

I am writing to express my interest in the advertised administrative position. With a Diploma in Office Administration from the University of the Free State and practical experience in office support roles, I am confident in my ability to contribute effectively to your team.

I currently work as an Office Administrator at ABC Services, where I manage incoming calls and emails, maintain accurate records, coordinate meetings, prepare reports, and assist with invoicing and reconciliations. Previously, I worked as a Part-Time Clerical Assistant at XYZ Property Management, supporting daily office operations through data capturing, document preparation, filing system management, and customer communication.

Through my experience, I have developed strong organisational skills, attention to detail, and the ability to manage multiple tasks efficiently. I am proficient in Microsoft Office applications, experienced in records management, and committed to maintaining professional communication standards. My background in customer service has further strengthened my ability to interact confidently with clients and colleagues.

Thank you for considering my application. I look forward to the opportunity to discuss my suitability for the role.



Madilyn Jacobs



Madilyn Jacobs

Office Administrator

- +27 (0) 82 000 0000
- example@gmail.com
- Date of Birth: 26/02/1996
- Bloemfontein, South Africa (willing to relocate)
- Driver's License: Code B

SUMMARY

Detail-oriented and organised Administrator with experience in office support, data capturing, document management, and customer service. Skilled in maintaining efficient administrative processes, handling correspondence, and supporting daily office operations. Strong communication skills with the ability to work independently and as part of a team.

WORK EXPERIENCE

- | | |
|---|-------------------|
| Office Administrator
ABC Accounting Services | 11/2024 - Present |
| <ul style="list-style-type: none">Managed incoming calls and emails, responding to enquiries professionally.Captured data accurately and maintained up-to-date records.Organised and maintained physical and electronic filing systems.Assisted with preparing reports, letters, and office documents.Coordinated meetings, appointments, and office schedules.Supported finance tasks such as invoicing and basic reconciliations. | |
| Clerical Assistant (Part-time Internship)
XYZ Property Management | 02/2023 – 10/2024 |
| <ul style="list-style-type: none">Manage and organize physical and digital filing systemsEnter and update data in spreadsheets and databasesAnswer phone calls and direct inquiries to appropriate departmentsRespond to emails and draft routine correspondenceSchedule appointments and maintain calendarsPrepare, format, and print documents and reportsSort and distribute incoming and outgoing mailMaintain office supplies inventory and place orders when neededAssist with basic bookkeeping tasks such as processing invoicesProvide general administrative support to staff and management | |
| Administrative Assistant (Volunteer)
The Vaping King | 01/2022 – 01/2023 |
| <ul style="list-style-type: none">Captured and updated data in spreadsheets and databasesCoordinated appointments, meetings, and event logisticsProvided customer service and support to clients and staff | |

EDUCATION

Diploma in Office Administration
University of the Free State (UFS)

02/2020 - 11/2022

Major subjects: Business Communication, Administrative Management, Financial Administration, Computer Practice, Administration, Records and Information Management, Customer Service Management

National Senior Certificate (Matric)

2019

Fichardtpark High School

Major subjects: Afrikaans, English, Mathematics Literacy, Life Science, Business Studies, Biology, Computer Application Technology

SKILLS

Front desk support
Admin and clerical support
Data capturing
Record keeping
Communication

Document management
Microsoft Word and Excel
Microsoft Outlook
Meeting coordination
Team Management

ADDITIONAL TRAINING

Customer Service Training

2019

University of South Africa (UNISA)

Focus: client communication, conflict resolution, and professional telephone and email etiquette.

Office Administration Workshop

03/2023 - 04/2023

Damelin

Focus: filing systems, records management, reception duties, switchboard handling, and professional office communication

LANGUAGES

Native: English

Additional: Sesotho (intermediate) & Afrikaans (Basic)

References available on request

Application for General Store Assistant Position

Summarize

Madilyn Jacobs

To: Stephany Coetzer

😊
↩ Reply
↩ Reply All
➔ Forward
👤
⋮

Wed 2026/02/11 16:58

Cover Letter.pdf 108 KB	CV.pdf 108 KB
Diploma - Administration.pdf 109 KB	Certificate - Matric.pdf 108 KB
Certificate - Customer Service Training.pdf 108 KB	ID.pdf 108 KB

Dear Hiring Manager,

I am writing to formally apply for the General Store Assistant position as advertised.

I am highly motivated, reliable, and eager to contribute positively to your team while delivering excellent customer service and maintaining efficient store operations.

With strong communication skills, attention to detail, and the ability to work well both independently and as part of a team, I am confident in my ability to support daily store activities such as assisting customers, handling stock, operating point-of-sale systems, and maintaining a clean and organized environment. I am committed to professionalism, punctuality, and providing a positive shopping experience for customers.

Please find attached the following documents in support of my application:

- Cover Letter
- Curriculum Vitae (CV)
- Academic Certificates (including Matric certificate and any tertiary qualifications)
- Additional Certificates (relevant training/workshops/licenses)
- Copy of ID

I would welcome the opportunity to further discuss how my skills and dedication can contribute to your store's continued success.

Thank you for considering my application. I look forward to your response.

Yours sincerely,

Madilyn Jacobs

Office Administrator

☎ +27 (0) 82 000 0000

✉ example@gmail.com

EMPLOYMENT CONTRACT
Position: Education Support Assistant

This Employment Contract is entered into between:

Employer: _____

Address: _____

and

Employee: _____

ID Number: _____

Address: _____

Collectively referred to as "the Parties".

1. POSITION

The Employee is appointed as an **Education Support Assistant** and agrees to perform duties as reasonably assigned by the Employer or designated supervisor.

2. COMMENCEMENT DATE

Employment will commence on: 1 June 2024

This contract is:

Permanent

Fixed-Term ending on: _____

3. PLACE OF WORK

The Employee will perform duties at:
or at any other location reasonably required by the Employer.

4. WORKING HOURS

The normal working hours will be:
07:00 to 17:00, from Monday to Friday.

The Employee may be required to work additional hours when reasonably necessary for school activities or operational needs.

5. DUTIES AND RESPONSIBILITIES

The Employee's responsibilities include, but are not limited to:

- Assisting teachers with classroom preparation and learning activities
 - Supporting learners with educational tasks and supervision
 - Preparing teaching materials and maintaining classroom organization
 - Supervising learners during breaks, outings, or school activities
 - Performing basic administrative tasks (filing, copying, record keeping)
 - Promoting a safe, respectful, and inclusive learning environment
 - Following all school policies, procedures, and safeguarding regulations
-

6. REMUNERATION

The Employee will receive a salary of:

R 1500.00 per (week/month)

Payment will be made via EFT

Statutory deductions will be made in accordance with applicable laws.

7. LEAVE ENTITLEMENT

The Employee is entitled to:

- Annual Leave: 31 days per year
- Sick Leave: As provided by applicable labour legislation
- Family Responsibility Leave: As provided by law

Leave must be approved in advance by the Employer.

8. CONFIDENTIALITY

The Employee agrees to maintain confidentiality regarding:

- Learner information and records
- School operations and internal matters
- Any sensitive or personal data encountered during employment

This obligation continues after termination of employment.

9. PROFESSIONAL CONDUCT

The Employee agrees to:

- Act in a professional and respectful manner at all times
 - Follow safeguarding and child protection policies
 - Comply with health and safety regulations
 - Refrain from misconduct, negligence, or behaviour that may harm learners or the institution
-

10. PROBATION PERIOD

The Employee will serve a probation period of 3 months. During this period, performance will be assessed, and employment may be terminated with appropriate notice.

11. TERMINATION OF EMPLOYMENT

Either party may terminate this contract by providing written notice of:

- 2 weeks during probation
- 4 weeks/months after probation

The Employer reserves the right to terminate employment immediately in cases of serious misconduct, subject to applicable labour laws.

12. GOVERNING LAW

This contract shall be governed by the labour laws of the Republic of South Africa and any applicable education regulations.

13. ENTIRE AGREEMENT

This document constitutes the entire agreement between the Parties. Any amendments must be made in writing and signed by both Parties.

Signed at: _____

Date: _____

Employer Signature: _____

Employee Signature: _____



Wilson Bayly Holmes - Ovcon Limited
 53 Andries St. Wynberg, Sandton
 P.O. Box 531 Bergvlei 2012. South Africa
 Tel: +27 11 321 7200 Fax: +27 11 887 4364
 (e) wbhoho@wbho.co.za (w) www.wbho.co.za
 Reg No. 1982/011014/06

HEALTH AND SAFETY POLICY

Description of Organisation

WBHO (the Company) is primarily a construction company conducting business in the civil, building, roads, earthworks, mining sectors and is operating Plant and Machinery maintenance, as well as a services division.

1. Policy

Management regards the Occupational Health & Safety (OHS) of employees, contractors and other persons being affected by our operations to be of vital importance. Our primary objective is therefore to:

“Achieve and maintain the highest practicable level of Health and Safety control in all areas of the Company’s operations.”

To this end the Company will ensure that:

- a. risks and hazards shall be minimised to prevent any impact on its employees, contractors and other parties;
- b. adequate precautions are taken to prevent ill health, injuries, incidents, damage to its employees, contractors and other parties;
- c. the provisions of applicable legislation, as well as the Health & Safety Management System, are complied with; and
- d. there is reasonable protection of persons against ill health.

2. Occupational Health and Safety Objectives

To achieve our goals it is necessary to:

- 2.1 Train our employees in Occupational Health and Safety issues so as to:
 - ensure competence in the workplace;
 - be aware of the potential hazards implicit in their work activities; and
 - be aware of their scope of authority in terms of Occupational Health and Safety control.
- 2.2 Manage Occupational Health & Safety to acceptable standards.
- 2.3 Enforce Health & Safety measures with discipline in the workplace.
- 2.4 Protect the public and persons other than Company employees from Health and Safety hazards associated with our work.

Directors:

M.S. Wylie (Chairman) • E.L. Nel (CEO) • C.V. Henwood (CFO) • J.P. Botha • A.N.N. Matyumza* • N.S. Maziya* • N.S. Mjoli-Mncube* • M.J. Ngobeni* (*Non-executive)

Company Secretary

S. Vally-Kara



3. Responsibilities

- 3.1 Achievement of these objectives is, and will be, the responsibility of all management structures.
- 3.2 Duties will further be assigned to Company personnel with the aim of managing Safety, Health and Environmental procedures.
- 3.3 The commitment of Management and Employees to these objectives will ensure high standards of Occupational Health & Safety control.