

NATIONAL CERTIFICATES (VOCATIONAL)

ASSESSMENT GUIDELINES

OFFICE DATA PROCESSING NQF Level 3

September 2007

OFFICE DATA PROCESSING – LEVEL 3

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SECTION A: PURPOSE OF THE SUBJECT ASSESSMENT GUIDELINES

This document provides the lecturer with guidelines to develop and implement a coherent, integrated assessment system for Office Data Processing in the National Certificates (Vocational). It must be read with the *National Policy Regarding Further Education and Training Programmes: Approval of the Documents, Policy for the National Certificates (Vocational) Qualifications at Levels 2 to 4 on the National Qualifications Framework (NQF)*. This assessment guideline will be used for National Qualifications Framework Levels 2-4.

This document explains the requirements for the internal and external subject assessment. The lecturer must use this document with the *Subject Guidelines: Office Data Processing* to prepare for and deliver Office Data Processing. Lecturers should use a variety of resources and apply a range of assessment skills in the setting, marking and recording of assessment tasks.

SECTION B: ASSESSMENT IN THE NATIONAL CERTIFICATES (VOCATIONAL)

1 ASSESSMENT IN THE NATIONAL CERTIFICATES (VOCATIONAL)

Assessment in the National Certificates (Vocational) is underpinned by the objectives of the National Qualifications Framework (NQF). These objectives are to:

- Create an integrated national framework for learning achievements.
- Facilitate access to and progression within education, training and career paths.
- Enhance the quality of education and training.
- Redress unfair discrimination and past imbalances and thereby accelerate employment opportunities.
- Contribute to the holistic development of the student by addressing:
 - social adjustment and responsibility;
 - moral accountability and ethical work orientation;
 - economic participation; and
 - nation-building.

The principles that drive these objectives are:

- **Integration**

To adopt a unified approach to education and training that will strengthen the human resources development capacity of the nation.

- **Relevance**

To be dynamic and responsive to national development needs.

- **Credibility**

To demonstrate national and international value and recognition of qualification and acquired competencies and skills.

- **Coherence**

To work within a consistent framework of principles and certification.

- **Flexibility**

To allow for creativity and resourcefulness when achieving Learning Outcomes, to cater for different learning styles and use a range of assessment methods, instruments and techniques.

- **Participation**

To enable stakeholders to participate in setting standards and co-ordinating the achievement of the qualification.

- **Access**

To address barriers to learning at each level to facilitate students' progress.

- **Progression**

To ensure that the qualification framework permits individuals to move through the levels of the national qualification via different, appropriate combinations of the components of the delivery system.

- **Portability**

To enable students to transfer credits of qualifications from one learning institution and/or employer to another institution or employer.

- **Articulation**

To allow for vertical and horizontal mobility in the education system when accredited pre-requisites have been successfully completed.

- **Recognition of Prior Learning**

To grant credits for a unit of learning following an assessment or if a student possesses the capabilities specified in the outcomes statement.

- **Validity of assessments**

To ensure assessment covers a broad range of knowledge, skills, values and attitudes (SKVAs) needed to demonstrate applied competency. This is achieved through:

- clearly stating the outcome to be assessed;
- selecting the appropriate or suitable evidence;
- matching the evidence with a compatible or appropriate method of assessment; and
- selecting and constructing an instrument(s) of assessment.

- **Reliability**

To assure assessment practices are consistent so that the same result or judgment is arrived at if the assessment is replicated in the same context. This demands consistency in the interpretation of evidence; therefore, careful monitoring of assessment is vital.

- **Fairness and transparency**

To verify that no assessment process or method(s) hinders or unfairly advantages any student. The following could constitute unfairness in assessment:

- Inequality of opportunities, resources or teaching and learning approaches
- Bias based on ethnicity, race, gender, age, disability or social class
- Lack of clarity regarding Learning Outcome being assessed
- Comparison of students' work with other students, based on learning styles and language

- **Practicability and cost-effectiveness**

To integrate assessment practices within an outcomes-based education and training system and strive for cost and time-effective assessment.

2 ASSESSMENT FRAMEWORK FOR VOCATIONAL QUALIFICATIONS

The assessment structure for the National Certificates (Vocational) qualification is as follows:

2.1 Internal continuous assessment (ICASS)

Knowledge, skills values, and attitudes (SKVAs) are assessed throughout the year using assessment instruments such as projects, tests, assignments, investigations, role-play and case studies. The internal continuous assessment (ICASS) practical component is undertaken in a real workplace, a workshop or a "Structured Environment". This component is moderated internally and externally quality assured by Umalusi. All internal continuous assessment (ICASS) evidence is kept in a Portfolio of Evidence (PoE) and must be readily available for monitoring, moderation and verification purposes.

2.2 External summative assessment (ESASS)

The external summative assessment is either a single or a set of written papers set to the requirements of the Subject Learning Outcomes. The Department of Education administers the theoretical component according to relevant assessment policies.

A compulsory component of external summative assessment (ESASS) is the **integrated summative assessment task (ISAT)**. This assessment task draws on the students' cumulative learning throughout the year. The task requires **integrated application of competence** and is executed under strict assessment conditions. The task should take place in a simulated or "Structured Environment". The integrated summative assessment task (ISAT) is the most significant test of students' ability to apply their acquired knowledge.

The integrated assessment approach allows students to be assessed in more than one subject with the same integrated summative assessment task (ISAT).

External summative assessments will be conducted annually between October and December, with provision made for supplementary sittings.

3 MODERATION OF ASSESSMENT

3.1 Internal moderation

Assessment must be moderated according to the internal moderation policy of the Further Education and Training (FET) college. Internal college moderation is a continuous process. The moderator's involvement starts with the planning of assessment methods and instruments and is followed by continuous collaboration with and support to the assessors. Internal moderation creates common understanding of Assessment Standards and maintains these across vocational programmes.

3.2 External moderation

External moderation is conducted by the Department of Education, Umalusi and, where relevant, an Education and Training Quality Assurance (ETQA) body according to South African Qualifications Authority (SAQA) and Umalusi standards and requirements.

The external moderator:

- monitors and evaluates the standard of all summative assessments;
- maintains standards by exercising appropriate influence and control over assessors;
- ensures proper procedures are followed;
- ensures summative integrated assessments are correctly administered;
- observes a minimum sample of ten (10) to twenty-five (25) percent of summative assessments;
- gives written feedback to the relevant quality assessor; and
- moderates in case of a dispute between an assessor and a student.

Policy on inclusive education requires that assessment procedures for students who experience barriers to learning be customised and supported to enable these students to achieve their maximum potential.

4 PERIOD OF VALIDITY OF INTERNAL CONTINUOUS ASSESSMENT (ICASS)

The period of validity of the internal continuous assessment mark is determined by the *National Policy on the Conduct, Administration and Management of the Assessment of the National Certificates (Vocational)*.

The internal continuous assessment (ICASS) must be re-submitted with each examination enrolment for which it constitutes a component.

5 ASSESSOR REQUIREMENTS

Assessors must be subject specialists and should ideally be declared competent against the standards set by the ETDP SETA. If the lecturer conducting the assessments has not been declared a competent assessor, an assessor who has been declared competent may be appointed to oversee the assessment process in order to ensure the quality and integrity of assessments.

6 TYPES OF ASSESSMENT

Assessment benefits the student and the lecturer. It informs students about their progress and helps lecturers make informed decisions at different stages of the learning process. Depending on the intended purpose, different types of assessment can be used.

6.1 Baseline assessment

At the beginning of a level or learning experience, baseline assessment establishes the knowledge, skills, values and attitudes (SKVAs) that students bring to the classroom. This knowledge assists lecturers in planning learning programmes and learning activities.

6.2 Diagnostic assessment

This assessment diagnoses the nature and causes of learning barriers experienced by specific students. It is followed by guidance, appropriate support and intervention strategies. This type of assessment is useful to make referrals for students requiring specialist help.

6.3 Formative assessment

This assessment monitors and supports teaching and learning. It is used to determine student strengths and weaknesses and provide feedback on progress. It indicates whether a student is ready for summative assessment.

6.4 Summative assessment

This type of assessment gives an overall picture of student progress at a given time. It determines whether the student is sufficiently competent to progress to the next level.

7 PLANNING ASSESSMENT

An assessment plan should cover three main processes:

7.1 Collecting evidence

The assessment plan indicates which Subject Outcomes and Assessment Standards will be assessed, what assessment method or activity will be used and when this assessment will be conducted.

7.2 Recording

Recording refers to the assessment instruments or tools with which the assessment will be captured or recorded. Therefore, appropriate assessment instruments must be developed or adapted.

7.3 Reporting

All the evidence is put together in a report to deliver a decision for the subject.

8 METHODS OF ASSESSMENT

Methods of assessment refer to who carries out the assessment and includes lecturer assessment, self-assessment, peer assessment and group assessment.

LECTURER ASSESSMENT	The lecturer assesses students' performance against given criteria in different contexts, such as individual work, group work, etc.
SELF-ASSESSMENT	Students assess their own performance against given criteria in different contexts, such as individual work, group work, etc.
PEER ASSESSMENT	Students assess another student's or group of students' performance against given criteria in different contexts, such as individual work, group work, etc.
GROUP ASSESSMENT	Students assess the individual performance of other students within a group or the overall performance of a group of students against given criteria.

9 INSTRUMENTS AND TOOLS FOR COLLECTING EVIDENCE

All evidence collected for assessment purposes is kept or recorded in the student's Portfolio of Evidence (PoE).

The following table summarises a variety of methods and instruments for collecting evidence. A method and instrument is chosen to give students ample opportunity to demonstrate that the Subject Outcome has been attained. This will only be possible if the chosen methods and instruments are appropriate for the target group and the Specific Outcome being assessed.

	METHODS FOR COLLECTING EVIDENCE		
	Observation-based (Less structured)	Task-based (Structured)	Test-based (More structured)
Assessment instruments	• Observation • Class questions • Lecturer, student, parent discussions	• Assignments or tasks • Projects • Investigations or research • Case studies • Practical exercises • Demonstrations • Role-play • Interviews	• Examinations • Class tests • Practical examinations • Oral tests • Open-book tests
Assessment tools	• Observation sheets • Lecturer's notes • Comments	• Checklists • Rating scales • Rubrics	• Marks (e.g. %) • Rating scales (1-7)
Evidence	• Focus on individual students • Subjective evidence based on lecturer observations and impressions	Open middle: Students produce the same evidence but in different ways. Open end: Students use same process to achieve different results.	Students answer the same questions in the same way, within the same time.

10 TOOLS FOR ASSESSING STUDENT PERFORMANCE

Rating scales are marking systems where a symbol (such as 1 to 7) or a mark (such as 5/10 or 50%) is defined in detail. The detail is as important as the coded score. Traditional marking, assessment and evaluation mostly used rating scales without details such as what was right or wrong, weak or strong, etc.

Task lists and **checklists** show the student what needs to be done. These consist of short statements describing the expected performance in a particular task. The statements on the checklist can be ticked off when the student has adequately achieved the criterion. Checklists and task lists are useful in peer or group assessment activities.

Rubrics are a hierarchy (graded levels) of criteria with benchmarks that describe the minimum level of acceptable performance or achievement for each criterion. Using rubrics is a different way of assessing and cannot be compared to tests. Each criterion described in the rubric must be assessed separately. Mainly two types of rubrics, namely holistic and analytical, are used.

11 SELECTING AND/OR DESIGNING RECORDING AND REPORTING SYSTEMS

The selection or design of recording and reporting systems depends on the purpose of recording and reporting student achievement. **Why** particular information is recorded and **how** it is recorded determine which instrument will be used.

Computer-based systems, for example spreadsheets, are cost and time effective. The recording system should be user-friendly and information should be easily accessed and retrieved.

12 COMPETENCE DESCRIPTIONS

All assessment should award marks to evaluate specific assessment tasks. However, marks should be awarded against rubrics and not be simply a total of ticks for right answers. Rubrics should explain the competence level descriptors for the skills, knowledge, values and attitudes (SKVAs) that a student must demonstrate to achieve each level of the rating scale.

When lecturers or assessors prepare an assessment task or question, they must ensure that the task or question addresses an aspect of a Subject Outcome. The relevant Assessment Standard must be used to create the rubric to assess the task or question. The descriptions must clearly indicate the minimum level of attainment for each category on the rating scale.

13 STRATEGIES FOR COLLECTING EVIDENCE

A number of different assessment instruments may be used to collect and record evidence. Examples of instruments that can be (adapted and) used in the classroom include:

13.1 Record sheets

The lecturer observes students working in a group. These observations are recorded in a summary table at the end of each project. The lecturer can design a record sheet to observe students' interactive and problem-solving skills, attitudes towards group work and involvement in a group activity.

13.2 Checklists

Checklists should have clear categories to ensure that the objectives are effectively met. The categories should describe how the activities are evaluated and against which criteria they are evaluated. Space for comments is essential.

SECTION C: ASSESSMENT IN OFFICE DATA PROCESSING

1 SCHEDULE OF ASSESSMENT

At NQF levels 2, 3 and 4, lecturers will conduct assessments as well as develop a schedule of formal assessments that will be undertaken in the year. All three levels also have an external examination that accounts for 50 percent of the total mark. The marks allocated to assessment tasks completed during the year, kept or recorded in a Portfolio of Evidence (PoE), account for the other 50 percent.

The Portfolio of Evidence (PoE) and the external assessment include practical and written components. The practical assessment in Office Data Processing must, where necessary, be subjected to external moderation by Umalusi or an appropriate Education and Training Quality Assurance (ETQA) body, appointed by the Umalusi Council in terms of Section 28(2) of the *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)*.

2 RECORDING AND REPORTING

Office Data Processing, as is the case for all the other Vocational subjects, is assessed according to five levels of competence. The level descriptions are explained in the following table.

Scale of Achievement for the Vocational component

RATING CODE	RATING	MARKS %
5	Outstanding	80-100
4	Highly competent	70-79
3	Competent	50-69
2	Not yet competent	40-49
1	Not achieved	0-39

The programme of assessment should be recorded in the Lecturer's Portfolio of Assessment for each subject. The following at least should be included in the Lecturer's Assessment Portfolio:

- A contents page
- The formal schedule of assessment
- The requirements for each assessment task
- The tools used for each assessment task
- Recording instrument(s) for each assessment task
- A mark sheet and report for each assessment task

The college must standardise these documents.

The student's Portfolio of Evidence (PoE) must include at least:

- A contents page
- The assessment tasks according to the assessment schedule

- The assessment tools or instruments for the task
- A record of the marks (and comments) achieved for each task

Where a task cannot be contained as evidence in the Portfolio of Evidence (PoE), its exact location must be recorded and it must be readily available for moderation purposes.

ASSESSMENT OF OFFICE DATA PROCESSING LEVEL 3

3 INTERNAL ASSESSMENT OF SUBJECT OUTCOMES IN OFFICE DATA PROCESSING - LEVEL 3

Topic 1: Basic concept of computers

SUBJECT OUTCOME	
1.1 Introduction to computers	
ASSESSMENT STANDARD	LEARNING OUTCOME
Computer concepts are understood and explained. The necessary procedures for getting started are followed and the use of software is demonstrated.	- Understand and explain general computer terms - Discuss computer hardware - Understand and explain the use of computer accessories - Identify and explain the memory and storage capacity of computers - Demonstrate the use of computer software
ASSESSMENT TASKS OR ACTIVITIES	
- Practical - Computer classroom, Simulated enterprise (SIM)	

SUBJECT OUTCOME	
1.2 Use information technology effectively	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of internet and e-mail is demonstrated.	- Demonstrate the use of Networks - Use internet and e-mail software effectively
ASSESSMENT TASKS OR ACTIVITIES	
- Practical - Computer Classroom, SIM	

SUBJECT OUTCOME	
1.3 Use computers effectively in everyday life	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of word processing as an everyday life tool is demonstrated.	- Apply word processing in education and work environments - Apply computer skills in everyday life - Work safely with computers - Protect the work - Protect the computer
ASSESSMENT TASKS OR ACTIVITIES	
- Practical - Computer Classroom, SIM	

SUBJECT OUTCOME	
1.4 Deal with legal issues	
ASSESSMENT STANDARD	LEARNING OUTCOME
The principles of copyright and the Data Protection Act are understood and explained correctly.	- Understand and explain the concept of copyright - Understand and explain the principles of the Data Protection Act
ASSESSMENT TASKS OR ACTIVITIES	
- Practical - Computer Classroom, SIM	

Topic 2: File Management

SUBJECT OUTCOMES	
2.1 Understand and apply functions	
ASSESSMENT STANDARD	LEARNING OUTCOME
System information and settings are correctly identified and applied.	• Use the Help function • Identify and apply system information and settings
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOMES	
2.2 Work with files and folders	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of files and folders is demonstrated	• Work effectively with drives, files and folders • Use Windows Explorer effectively • Use 'My Computer' effectively • Change views • Navigate folders
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOMES	
2.3 Manage computer files	
ASSESSMENT STANDARD	LEARNING OUTCOME
Effective file management is demonstrated.	• Manage files effectively • Delete and use the Recycle Bin • Find files • Use stiffy disks and flash drives
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOMES	
2.4 Apply programs and print documents	
ASSESSMENT STANDARD	LEARNING OUTCOME
Microsoft Word is used effectively and documents are printed correctly	• Start applications • Use Microsoft Word effectively • Use the 'Print' function correctly
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

Topic 3: Word Processing

SUBJECT OUTCOME	
3.1 Introduction to word processing	
ASSESSMENT STANDARD	LEARNING OUTCOME
Computer terminology is explained and mouse techniques are applied effectively.	• Start Microsoft Word • Apply 'Word' options • Apply the 'Word' Screen • Enter and delete text • Use the mouse effectively • Use the 'Save'; 'Close'; 'Open' and 'New' functions effectively • Move around between documents • Select text • Use the 'Help' function in 'Word' • Correct mistakes • Understand and use toolbars effectively • Use 'Print Preview' • Print properly
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer classroom, SIM	

SUBJECT OUTCOME	
3.2 Format text	
ASSESSMENT STANDARD	LEARNING OUTCOME
Text in documents is efficiently formatted.	• Change the appearance of text • Align text neatly • Apply special text effects • Use 'Fields', 'Special Characters' and 'Symbols' effectively • Apply bullets and numbering correctly • Customise bullets • Customise numbers • Indent text correctly • Apply borders and shading effectively • Format 'Painter' in toolbar • Demonstrate the use of different styles • Apply hyphenation effectively • Demonstrate the correct way of automatic page numbering
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
3.3 Work with extensive text	
ASSESSMENT STANDARD	LEARNING OUTCOME
Text in extensive documents is efficiently formatted.	• Move and copy text effectively • Insert page breaks • Insert appropriate margins • Demonstrate different line spacings • Insert headers and footers • Insert section breaks • Insert and use tabs appropriately • Use 'Spell Check' to correct grammar • Use 'Go To', 'Find & Replace' effectively
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
3.4 Format tables	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of advanced tables is demonstrated.	• Create and edit tables • Insert 'Tables and Borders' toolbar • Add text to a table • Select parts of a table • Insert and delete rows and columns • Resize rows • Resize columns • Move and resize the whole table • Apply gridlines and borders • Insert borders • Apply shading • Merge and split cells • Demonstrate effective use of 'Table AutoFormat'
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
3.5 Demonstrate the use of graphics	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of advanced graphics is demonstrated.	• Draw shapes • Format shapes • Insert 3D shapes • Add text to shapes • Add graphics • Use the 'Clipart Gallery' • Change the text wrapping • Select, move and resize pictures which are in line with the text • Select, move and resize pictures which are floating over the text • Customise Clipart

ASSESSMENT TASKS OR ACTIVITIES
• Practical • Computer Classroom, SIM

SUBJECT OUTCOME	
3.6 Identify and use software templates	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of templates is demonstrated.	Demonstrate the use of templates in Microsoft Word
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
3.7 File management	
ASSESSMENT STANDARD	LEARNING OUTCOME
Efficient file management is demonstrated.	• Save files by using the advanced function • Search for lost files
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
3.8 Import objects	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective importing of objects is demonstrated.	• Import Excel worksheets into Microsoft Word • Import Excel charts into Word
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
3.9 Use 'Mail Merge'	
ASSESSMENT STANDARD	LEARNING OUTCOME
The use of advanced mail merge is demonstrated.	• Create a data document • Create a main document • Carry out a Mail Merge • Carry out a Mail Merge to labels • Apply query options in a Mail Merge • Demonstrate trouble shooting in Mail Merge • Insert date and time
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

Topic 4: Information and Communication using Microsoft Outlook

SUBJECT OUTCOME	
4.1 Introduction to the Internet	
ASSESSMENT STANDARD	LEARNING OUTCOME
The Internet is used effectively and correctly.	Demonstrate the use of the Internet
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
4.2 Introduction to the World Wide Web	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of the World Wide Web is demonstrated.	• Identify and use the Internet Explorer screen • Use 'Help' in Internet Explorer • Customise the screen • Demonstrate the use of toolbars • Access a Web Page • Browse the World Wide Web
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
4.3 Use 'Search Engines'	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of search engines is demonstrated.	• Demonstrate the use of different 'Search Engines' • Identify and use 'Search Engine' tips • Access 'Search Engines' directly • Narrow a 'Search' • Use 'Yahoo'
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
4.4 View and save web pages	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective viewing and saving of web pages are demonstrated.	• View favourite web pages • Save web pages • View and save different images on the web pages.
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
4.5 Print documents	
ASSESSMENT STANDARD	LEARNING OUTCOME
Printing options are executed effectively.	• Use all printing options to print correctly • Demonstrate the use of Page Setup
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
4.6 Introduction to Microsoft Outlook	
ASSESSMENT STANDARD	LEARNING OUTCOME
The opening of 'Outlook' is executed effectively.	• Open 'Outlook' • Use the 'Outlook' screen • Open the 'Inbox' • Use 'Help' in 'Outlook' • Change the view
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
4.7 Work with e-mail	
ASSESSMENT STANDARD	LEARNING OUTCOME
The effective use of e-mails is demonstrated.	• Create a message • Receive an e-mail • Forward and reply to e-mail messages • Send and receive attachments • Move and copy text • Sign e-mail messages • Check spelling in e-mails
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
4.8 Organise e-mails	
ASSESSMENT STANDARD	LEARNING OUTCOME
E-mails are suitably organised.	• Organise e-mails • Delete e-mails • Find messages
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

SUBJECT OUTCOME	
4.9 Addresses	
ASSESSMENT STANDARD	LEARNING OUTCOME
E-mail addresses are suitably organised.	• Organise your emails • Delete Email • Find Messages
ASSESSMENT TASKS OR ACTIVITIES	
• Practical • Computer Classroom, SIM	

4 SPECIFICATIONS FOR EXTERNAL ASSESSMENT IN OFFICE DATA PROCESSING - LEVEL 3

4.1 Integrated Summative Assessment Task (ISAT)

A compulsory component of ESASS is the **Integrated Summative Assessment Task (ISAT)**, which is a major assessment task that draws on the student's cumulative learning achieved throughout the full year. The task requires ***integrated application of competence*** and is executed and recorded in compliance with assessment conditions.

Two possible approaches to the ISAT may be applied as follows:

- The students could be assigned a task at the beginning of the year, which they will have to complete in various phases during the year to obtain part assessment. The final assessment is made at the end of the year upon completion of the task.

OR

- The other option is that students will have achieved the competencies during the year but the competencies will be assessed cumulatively in a single assessment/exam session at the end of the year.

The ISAT will be set by the externally appointed examiner and be conveyed to colleges within the first quarter of each year. The integrated assessment approach allows for the student to be assessed in more than one subject within the same ISAT.

4.2 National examination

A national examination is conducted annually in October or November by means of a paper(s) set externally and marked and moderated externally. The following distribution of cognitive application is suggested.

LEVEL 3	KNOWLEDGE AND COMPREHENSION	APPLICATION	ANALYSIS, SYNTHESIS AND EVALUATION
	10%	80%	10%