

Learning Assessment Guide

Unit Standard 12349 – Version 2

Demonstrate time management.

Level 2 – 3 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Demonstrate effective use of time in relation to own and/or group priorities.
- Demonstrate methods to facilitate efficient use of time in dealing with priorities.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Verification Forms.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

1. Where time management methods are being utilised basic courtesy to others must be shown.
2. Skills must be demonstrated over a continuous period of 20 working days, or an equivalent if non-working days are to be included. Situations must be 'real life' but can be a sample of a person's total activity. Allowance is to be made for lapses provided the lapses are self-corrected.

The 20 day period may be interrupted, and then re-continued, to allow for unplanned events such as illness or bereavement.

3. *Working days* may include any form of paid or unpaid work, education, or training. *Non-working days* refers to ordinary days off work or normal duties, but may only be included if activity being monitored occurs on such days. Examples of such activity are sport, recreation, and cultural pursuits.
4. An assessment resource to support this unit standard can be found on the NZQA website at: <http://www.nzqa.govt.nz/for-providers/resources/index.html>

Assessment Task One – Element 1

Introduction

This assessment activity is designed to assess your ability to demonstrate effective use of time in relation to own and/or group priorities.

Instructions

- You need to allocate a four week period and complete Part A of the chart 'Assessment Task One: Time Management.'
- Identify what overall goal(s) you will be working towards when setting your work priorities for the allocated four week period.
- Then proceed with Part B of the chart, completing only the first three columns. If you require more space, please use a separate piece of paper and attach it to your charts.
- You will need to arrange with your manager or team leader to confirm the goals you are working towards when setting your work priorities for the next four weeks.
- You should arrange for your manager/team leader to verify your priorities and action plans.
- You should discuss with your assessor who will do the verifications, and your assessor must agree. You must provide the verification as requested.
- Your assessor may wish to ask further questions to clarify or expand on your responses.

The completed assessment for task one will include:

- Completed task one chart.
- Completed Manager Verification Form.

Task One Time Management Chart

Name of Learner:	
Start Date:	
Finish Date	

This form Part A should be completed at the beginning of the four week work period, and give to your assessor at this point.

Note: You should keep a copy of both Part A and Part B.

Part A

<i>What are your priorities over the next four weeks with regards to meeting group goals?</i>	<i>What goal does the priority relate to?</i>	<i>Would you classify this priority as important or unimportant in achieving the goal?</i>	<i>Would you classify this priority as urgent or non-urgent in terms of achieving the goal?</i>

Part B

For each priority, develop a plan of how you will achieve this priority. The plan should include:

- any major steps, tasks or actions that must be completed;
- any associated time frames for these.

At this planning stage, you will complete only the first three columns of the chart below. You should identify three priorities and plan for each one.

Priority One:

Planned Action	Planned completion	Who is involved?	Results (note any variations in the action, its timing, etc)

Priority Two:

Planned Action	Planned completion	Who is involved?	Results (note any variations in the action, its timing, etc)

Priority Three:

Planned Action	Planned completion	Who is involved?	Results (note any variations in the action, its timing, etc)

Manager's Verification Form Task One

Name of Learner:			
Name of Verifier			
Position		Phone	

_____ is currently being assessed toward Unit Standard 12349 'Demonstrate time management.

1. Can you confirm that the goals and priorities identified by the learner and the plans for achieving them are what is expected of this learner in their work over the four week period?

Yes / No

2. Can you confirm that the attached planning charts are the learner's own work? Yes / No

Comments:

Signed: _____

Date: _____

Thank you for your assistance.

Assessment Task Two – Element 2

Introduction

Assessment task two is designed to assess your ability to demonstrate methods to facilitate efficient use of time in dealing with priorities.

Instructions

- You need to complete the fourth column in the chart Part B. You will need to:
- Ensure that your work area is laid out in an efficient manner.
- Keep a diary over the next four weeks of your progress in achieving your work priorities.
- Your diary should:
 - Include all activities relevant to you working on achieving your priorities. It should expand and provide further details to support your conclusions in the chart in Part B, column four.
 - Note any unplanned activity that occurred and how you dealt with it. This should include unplanned visitors, telephone calls, written communications, meetings and/or changes to your work environment. At least four such activities should be noted, and you should include how you dealt with them.
 - Note at least four different ways that you minimised the amount of time that you spent on non-urgent matters. This may include: visitors, telephone calls, work environment, written communications, your own procrastination
- You will need to arrange with your manager or team leader to confirm they have had the opportunity to view your completed chart Part B. They will need to complete the 'Task Two Verification Form.'
- When completed hand all material to your assessor. Your assessor may wish to ask further questions to clarify or expand on your written work.

The completed assessment for task two will include:

- Completed Time Management Chart
- Manager's Verification Form.

Manager's Verification Form Task Two

Name of Learner:			
Name of Verifier			
Position		Phone	

_____ is currently being assessed toward Unit Standard 12349 'Demonstrate time management.

The learner has now completed Part A and Part B of their Time Management Chart. As part of the on-going assessment of the learner, we ask you to complete this form. An assessor may contact you to clarify your comments.

- 1 Did the learner achieve the plans for the past four week period to organisational requirements? Yes / No
- 2 Any changes or deviations from the plans were appropriate to the circumstances. Yes / No

Comments:

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- 3 When you observed the learner's work area and environment were there signs of organisation, and a systematic approach to their work. Yes / No

Please describe methods observed:

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- 4 Did the learner demonstrate four methods for lessening the impact of diversions when dealing with priorities? Yes / No

Please describe methods observed:

Signed: _____

Date: _____

Thank you for your assistance.

Assessment Task Three – Element 2

Introduction

Assessment task three is also designed to assess your ability to demonstrate methods to facilitate efficient use of time in dealing with priorities.

Instructions

- You will need to answer the supplied questions.
- Discuss with your assessor whether this task is to be completed orally or in writing.
- If the task is to be completed orally, your assessor will need to record your answers as evidence and for moderation purposes.
- This is your opportunity to inform your assessor of other time management strategies and techniques which you use which you may not have had the opportunity to diary during the last four weeks.
- This task can be completed at any time. There could be some value in completing it toward the beginning of the assessment to help you to focus on your time management techniques, as your diary will record your practices during the four week assessment period.

The completed assessment for task two will include:

- Answers to questions.
- Assessor's notes where required.

Task Three Questions

Name of Learner:	
Date:	

Question One
How do you ensure that non-urgent but important matters are dealt with before they become urgent? Provide an example from your recent work.

Question Two
How do you manage unexpected visitors? For instance, what would you do if an unexpected visitor for you arrived right now?

Question Three
How do you handle telephone calls which are not relevant to your identified work priorities?

Question Four

How do you deal with incoming communications that, while part of your job, are not relevant to your identified priorities?

Question Five

What do you do if you are asked to attend a meeting that although relevant to your role, is not relevant to your priorities?

Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 12349.

Task / Element	Evidence required	Judgement
<p><i>Task 1 / Element 1</i></p> <p>Learner must demonstrate effective use of time by documenting their time management.</p>	<p>Completed Time Management Chart except for fourth column.</p> <p>Completed Manager's Verification Form for Task One.</p>	<p>Learner establishes priorities in terms of their importance in relation to the learner's goals or the group's goals.</p> <p>All important and urgent matters are given the highest priority where practicable.</p> <p>The priority system implemented by the learner ensures non-urgent important matters are dealt with before they become urgent.</p>
<p><i>Task 2 / Element 2</i></p> <p>Learner must work to their Time Management Chart.</p>	<p>Completed fourth column of Time Management Chart.</p> <p>Completed Manager's Verification form for Task Two.</p> <p>Diary notes.</p>	<p>Learner must work to their priority lists over a period of 20 days.</p> <p>The learner's work area must be laid out in an efficient manner.</p> <p>They must use a diary to organise their time. In the diary they must note the following:</p> <p>Four methods they used to lessen the impact of diversions when dealing with priorities. Diversions may include:</p> <ul style="list-style-type: none"> • visitors • telephone calls • work environment • written communications • meetings. <p>Four methods they used to minimise the amount of time spent on unimportant, non-urgent matters. Situations may include:</p> <ul style="list-style-type: none"> • visitors • telephone calls • work environment • written communications • meetings. • own procrastination

Task / Element	Evidence required	Judgement
<p><i>Task 3 / Element 2</i></p> <p>Learner must answer a set of questions concerning their understanding of time management.</p>	<p>Answers to questions.</p> <p>Assessor's notes where relevant.</p>	<p>Learner gives methods that they use when dealing with the following diversions:</p> <ul style="list-style-type: none"> • visitors • telephone calls • work environment • written communications • meetings. <p>Methods must be appropriate.</p>