Occupational Certificate: Project Manager

SAQA ID 101869 | NQF Level 5 | 240 Credits

Knowledge Module 01 — Introductory Studies for Project Managers

NQF Level 5 | 4 Credits

SUMMATIVE ASSESSMENT

Open-book Knowledge Assessment — completed individually at the end of the Knowledge Module

Learner name: _____ **Date:** _____

Facilitator/Assessor: _____

Assessment Information

Core total: 100 marks (Questions 1–4) **Pass mark:** 70% (70/100) — confirm against your provider's assessment strategy

Bonus: up to 20 additional marks (Case Study) — added to your raw score for Questions 1–4

Instructions to the learner

- This is an OPEN-BOOK assessment — you may refer to your Knowledge Module Guide and your own notes, but it must be completed individually, without discussing answers with other learners.
- Answer ALL questions in Section 1–4; the number of marks is shown after each question and indicates how much detail is expected.
- Where a question asks for a specific number of items (e.g. "any three"), only that number will be marked — do not exceed it.
- The Bonus Case Study at the end is optional but strongly encouraged — because this is an open-book test, it is designed to check that you can apply what you've learned.
- Write clearly. Marks are awarded for accurate, relevant content, not length.
- Fill your answers on a separate sheet of exam paper.
- Use black pen, the test must be handwritten, not typed.

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Question 1 — KT 01 — Project Management Careers and Qualifications (10 marks)

1.1 Name the six broad skill areas covered by this project management qualification. **[6 marks]**

1.2 List any TWO benefits that a professional project management certification (e.g. a PMI certification) provides. **[2 marks]**

1.3 True or False: Practical experience plays no important role in preparing for a career in project management — only the formal qualification matters. **[2 marks]**

Question 2 — KT 02 — Project Management Framework (40 marks)

2.1 Briefly explain the difference between project work and operational work, and explain why operational stakeholders should be included as project stakeholders. **[4 marks]**

2.2 What does the acronym PESTLE stand for? Name the six categories. **[6 marks]**

2.3 Describe the four steps involved in conducting a PESTLE analysis. **[8 marks]**

2.4 Briefly explain the role of the project manager, and list any FIVE of the project manager's responsibilities named in the Guide. **[7 marks]**

2.5 Name the five PMBOK® process groups. **[5 marks]**

2.6 List any FIVE of the ten PMBOK® Knowledge Areas and give a one-sentence description of the purpose of each. **[10 marks]**

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Question 3 — KT 03 — Project Management Processes (10 marks)

3.1 According to the PMBOK® Guide, what three things do Monitoring and Controlling processes accomplish? **[3 marks]**

3.2 Which Knowledge Area is excluded from the Monitoring and Controlling Process Group? **[1 mark]**

3.3 Name any THREE of the five steps involved in closing a project. **[3 marks]**

3.4 What is the purpose of the project planning phase? Give any THREE purposes. **[3 marks]**

Question 4 — KT 04 — Business Ethics (40 marks)

4.1 What is a code of conduct (code of ethics), and what is one purpose it serves for a business? **[3 marks]**

4.2 List any THREE things a company should consider or do when developing a code of conduct. **[3 marks]**

4.3 According to the Consumer Protection Act, how many business days' written notice must a consumer give a supplier to cancel a fixed-term agreement? **[1 mark]**

4.4 What is the prescribed minimum cooling-off period for direct marketing transactions under the Act? **[1 mark]**

4.5 Within how many days must a supplier refund a consumer after receiving a cancellation notice given during the cooling-off period? **[1 mark]**

4.6 Within what period may a consumer return goods that are of inferior quality, unsafe or defective, for a refund, repair or replacement? **[1 mark]**

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4.7 For how long must a new or reconditioned part (and the labour to install it) be guaranteed following a repair? **[1 mark]**

4.8 List any FOUR items a supplier is required to include on a consumer's invoice. **[4 marks]**

4.9 True or False: A consumer may retain unsolicited goods or services without payment if they are not returned within 20 business days. **[2 marks]**

4.10 Name any FOUR elements of good client service described in the Guide. **[8 marks]**

4.11 What is a Request for Tender (RFT), and why is a formal tender process important, particularly in the public sector? **[4 marks]**

4.12 List, in order, any FIVE steps in the procurement life cycle described in the Guide. **[5 marks]**

4.13 Name the FOUR key elements involved in managing project stakeholders. **[4 marks]**

4.14 What is the difference between an issue log and a change log? **[2 marks]**

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★ Bonus Question — Case Study

20 bonus marks (added to your raw score for Questions 1–4)

Case Study: The Thusong Community Library Project

BuildRight Projects (Pty) Ltd was awarded the contract to build the Thusong Community Library and Digital Learning Centre in a peri-urban township. The project charter has been signed, a project manager has been appointed, and the team is now finalising the detailed schedule, budget, resource plan, risk register, quality plan and stakeholder communication plan before construction begins.

During this stage, the following things happened:

- The local municipality introduced a new public-amenities policy requiring an updated approval sign-off before any community facility may proceed to construction.
- Municipal building regulations require an updated Environmental Impact Assessment before the foundation may be laid.
- The cost of imported steel roofing sheets rose sharply after a shift in the exchange rate.
- A nearby informal traders' association wrote a formal letter of complaint to the project sponsor, saying they were never consulted about the design and threatening to raise the matter with a local newspaper.
- The design team is excited about a newly available energy-efficient LED lighting and solar power system and wants to incorporate it into the build.
- The weather service is forecasting an unusually wet season during the period the foundations are due to be laid.
- One of the three subcontractors shortlisted for the electrical installation tender privately offers the project manager two tickets to a major sporting event "as a token of appreciation," ahead of the final tender decision.

Use the scenario above, together with what you have learned in this Knowledge Module, to answer the following:

B1 Using the four-phase project life cycle, identify which phase this project is currently in. Justify your answer with reference to TWO activities mentioned in the scenario. **[4 marks]**

B2 Using the PESTLE framework, identify a factor from the scenario for any THREE different PESTLE categories, naming which category each belongs to. **[6 marks]**

B3 The electrical subcontractor's offer of event tickets raises an ethical concern. Referencing what you have learned about codes of conduct and procurement, explain why this is problematic and what the project manager should do about it. **[4 marks]**

B4 The community group's complaint threatens the project's reputation. Using the principles of good client/stakeholder service covered in this module, describe TWO actions the project manager should take in response. **[4 marks]**

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B5 For each of the following, state whether it belongs in an issue log or a change log, and briefly justify your choice: (a) the traders' association's complaint; (b) a decision to move the foundation work forward by two weeks in response to the wet-season forecast. **[2 marks]**

Core total: 100 marks | Bonus: up to 20 marks | Maximum possible: 120 marks

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