

Learning Manual: Learner Induction Guide (Brandspruit)

Purpose

The purpose of the guide is to provide knowledge relating to the Maintenance Skills Academy Building
Emergency Procedures and administration during Maintenance Learnership

Applicable to

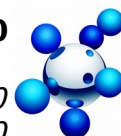
This document is applicable to Maintenance Learnership candidates at the Maintenance Skills Academy
Secunda (Brandspruit)

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1 Abbreviations and definitions

1.1 Abbreviations

AC	Assessment Criteria for a specific outcome
BU	Business Unit or Mining Shaft
CHIETA	Chemical Industries Education and Training Authority
EDMS	Enterprise Document Management System
ISO	International Organisation for Standardisation
LM	Learning Manager
LP	Learning Practitioner
MQA	Mining Qualifications Authority
NAMB	National Artisan Moderations Body
OD ETDP	Occupational Directed Education, Training and Development Practices
PSM	Process Safety Management
QALA	Quality Assurance for Learner Achievement
QCTO	Quality Council for Trades and Occupations
SETA	Sector Education and Training Authority
SO	Specific Outcome for a Unit Standard
US	Unit Standard

1.2 Definitions

Adult learning principles

Training approaches which consider that adults: are self-directed, have significant life experiences, are goal and relevancy oriented, are practical and need to be shown respect. These approaches also recognise that adults have different motivations to learn than younger students.

Approver

This is the person who approves and signs the document.

Assessment

An evaluation of a student.

Assessment guide

A guide for assessors, students and moderators on conducting evaluations.

Attribute

An inherent characteristic associated with, or belonging to an individual. An element of competency that describes a characteristic of an individual.

Behavioural indicator

An observable and measurable behaviour that an individual displays in relation to a particular competency.

Cluster

A group of similar or related competencies. Competency clusters include personal, interpersonal, functional, technical, business, leadership and managerial competencies.

Communication session

Any informal meeting of a small group.

Competency model

A valid, observable and measurable representation of *knowledge*, *skills* and *attributes* demonstrated through behaviour in a specific job. Competency models underlie and drive optimum performance.

Craftsman

Fitter, carpenter, painter / insulator.

Culture

The beliefs, value and behaviours of an organisation.

Deviations

Spills, fires or other events that are outside of normal operations.

Evaluation process

Any feedback given on the training.

Feedback

Positive or negative information conveyed to allow for assessment purposes.

Higher level

Above the current level of performance.

High standards

Meeting and exceeding expectations.

Knowledge

Information that a person has in specific content areas.

MOC

Management of Change – Process for implementing any change in equipment / procedure.

Moderation

A quality check of assessments to ensure all principles are implemented.

PDP

Personal Development Plan.

PoE

Portfolio of Evidence that competency is achieved.

Research activities

Identifies training needs of new plant projects.

Resources

Materials, engineering, safety and process specialists, or any item that could aid in the performance of a job.

Review

Feedback that identifies needed training and the effectiveness of delivered training.

Safety practices

All the things that contribute to the safe operation of the plant.

SETA

Sector Education Training Authority (national).

Skill

The ability to perform a certain physical or mental task.

SME

Subject Matter Expert.

Team members

Anyone that interfaces with the craftsman / artisan position.

Three-way communication

Activity where information / feedback is communicated to superiors, peers and subordinates.

Training intervention

A course, workshop, seminar, or on-the-job training activity.

Training matrix

A curriculum of courses.

Training needs

Competencies needed to: close performance gaps, satisfy business needs and meet *PDP* objectives, and address plant technical issues, incidents, root cause analyses, and *MOC*'s.

Training processes

Training meetings, plans and reports including, but not limited to: monthly reports, weekly feedback to line management, monthly meetings with Area Leaders and Section Leaders, annual training report and the Workplace Skills Plan.

Training systems

Electronic and paper administrative systems including, but not limited to: *training matrices*, Service Level Agreements, authorisations, competence declarations, unit standard analyses, programs and strategies.

2 Introduction

During the first day in the Maintenance Skills Academy Secunda (Brandspruit), new employees normally feel uncertain about the new working environment. It is therefore important that the introduction to the new working environment for the newly appointed learners has to be performed as to point out possible problem areas to create a trustworthy relationship between the learner and the employer.

All activities in the Sasol South Africa working environment is governed by the OSH Act as amended from time to time. It is therefore important for each employee to be familiar with the Act to enable all of us to perform our duties to the best interest of the company and that of the individual.

It is therefore the duty of the appointed Manager under the Act to ensure that the Safety Rules and Regulations are issued as orders, given in the interest of safety and health. Any employee that fails to obey any such orders given to the learner in the interest of safety and health by any person lawfully authorised to give such order/s, shall be guilty of a contravention of these Regulations.

These Safety Rules stipulate the minimum requirements for the safe operation of the mine. It is also true that rules can never provide for each and every situation and it is therefore required from each employee to exercise care in their working environment at all times. Before doing a new task or doing anything new or in an unfamiliar way, think carefully before you act. The reason is to try and determine any hazards that can be associated with the job to be done and to act pro-active responsibly.

2.1 The objective of the course

To ensure that every new learner in the Maintenance Skills Academy Secunda (Brandspruit) is acquainted with all the necessary information, standards and procedures to complete his learnership within company rules and according to standard.

2.2 Prerequisites

None.

3 Organisation structure: HRSA – Learning Delivery Maintenance Skills Academy Secunda (Brandspruit)

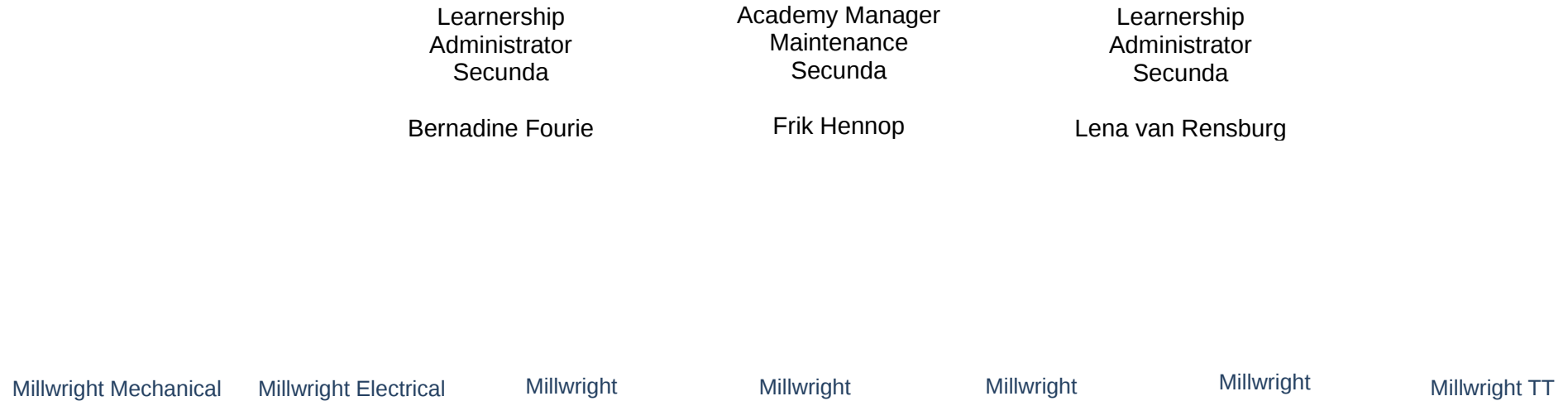


Figure 1: HRSA Learning Delivery Maintenance Skills Academy Secunda – (Brandspruit)

3.1 General layout of the Maintenance Skills Academy Secunda (Brandspruit)

3.1.1 Training layout

The layout of the Maintenance Skills Academy Secunda (Brandspruit) can be seen on the following page. It is important for learners to familiarise themselves with the layout of the Maintenance Skills Academy Secunda (Brandspruit). During the induction the Learning Practitioner will escort you through the different departments.

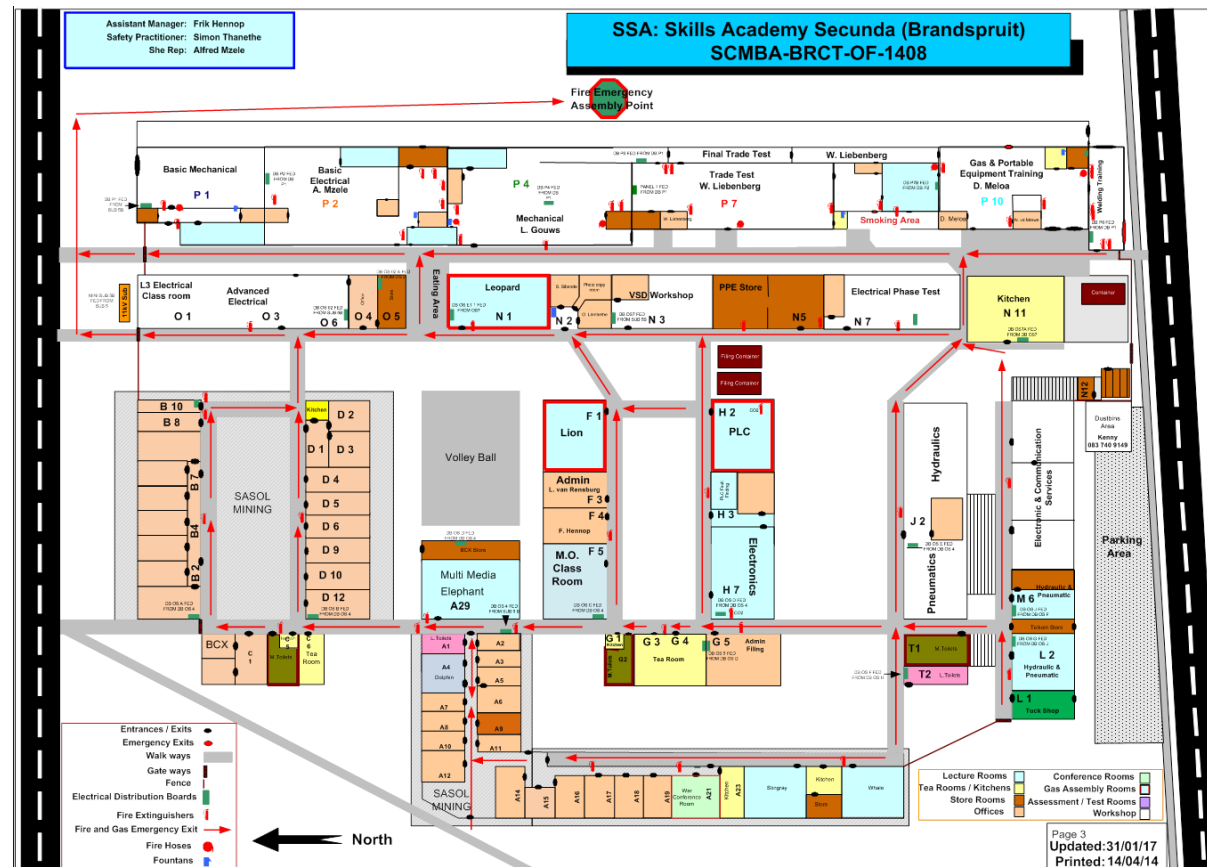


Figure 2: Plot Plan – Maintenance Skills Academy Secunda (Brandspruit)

4 Responsibilities

4.1 Management

It is Management's responsibility to provide a safe and healthy working environment for all personnel. This involves the issuing of procedures, safety rules and PPE and to keep employees informed of safety and health issues.

4.2 Supervisor

The Supervisors are co-responsible for the safety and health of employees by virtue of this appointment in terms of Section 16(2) of the Occupational Health and Safety Act. Therefore the Supervisors must issue legal instructions concerning safety and health. This must be executed by each employee. It is the responsibility of the Supervisor to ensure that all newly appointed personnel are trained in safe working procedures and informed of all hazards inherent to the area.

4.3 Employee / Learner

Employees / Learners are responsible for their own safety. All tasks must be carried out according to safe working procedures and the general safety rules. In terms of Section 14 of the Act, failure to carry out any legal instructions regarding safety and health renders a person guilty of a violation of the Act. Always remember that the most important safety rule is: THINK BEFORE YOU ACT! It is the responsibility of each employee to report all incidents and injuries.

5 Safety Rules

5.1 Safety Rules

The purpose of safety rules is to ensure that all employees function in a way to ensure that we can all go home each day without any risk to our health and safety and with due regard to the environment that we operate in.

5.2 Notice boards

Please familiarise yourself with the information posted on the notice boards in the building on a daily basis. Valuable information will be made available on these boards that can have an effect on you or your colleagues.

5.3 Ambulance point number

Ambulance point number for the Maintenance Skills Academy Secunda (Brandspruit) is:

93

The location of the ambulance point is in front of the Basic Mechanical Training Workshop on western side of the Maintenance Skills Academy Secunda (Brandspruit) building.

5.4 Emergency procedures and telephone numbers

Should you be notified of an emergency either by telephone, intercom or in any other manner, immediately phone **10-4444** and report the incident. In the case of an emergency alarm, proceed to the emergency assembly room (Basic Mechanical, Basic Electrical, PLC and Leopard lecture room) in a calm and orderly manner. Wait for instructions from the Floor Emergency Controller. This room is also equipped with the different procedures, emergency numbers, emergency equipment and map etc. to ensure proper behaviour during an emergency situation.

5.5 Building evacuation assembly point

The assembly point is located on the northern side of the Maintenance Skills Academy building (open area back of the Basic Mechanical Workshop), identified with a green notice board or otherwise will be determined by the Emergency Controller. The Learning Practitioner will take all attendance registers to the assembly point. The Floor Emergency Controller will co-ordinate the evacuation action by ensuring that it will take place in an orderly and calm manner.

5.5.1 Emergency numbers

Figure 3: Emergency numbers

These numbers are available in the Emergency Assembly Room.
For other numbers refer to the 24-hour “One-Stop” emergency numbers.

5.6 Personal Protective Equipment (PPE)

The company provides each employee with the necessary protective equipment to perform their duty safely. It is therefore the responsibility of each employee to ensure that their protective equipment is maintained in a proper manner. It is a serious offence not to wear or use appropriate PPE for the specific work to be carried out. At the Maintenance Skills Academy, it is important to wear your jacket or shirt, white trouser and safety shoes at all times. All PPE must be clean and without damage. You will be issued with hearing protection and eye protection. These items must at all times be available at the Academy as they will be required when going to the mine.

5.7 Reporting of accidents and incidents

All injuries and incidents (however minor), which lead or could have led to damage, must be reported. The reporting must be done to your Academy Manager / Learning Practitioner.

Shift workers should note that all accidents / incidents must be reported during the same shift they occurred on.

5.8 Medical Station services

Sasol offers a medical service to all employees for emergency cases and work related injuries. Employees should refer all other cases to their private doctors.

5.9 Fire, gas and bomb threat

5.9.1 Gas leak

Figure 4: Gas alarm

Should you be notified of such an emergency either by telephone, intercom or in any other manner:

- Immediately phone 10-4444 and report it.

5.9.1.1 If the emergency alarm sounds

- Proceed to the Basic Mechanical, Basic Electrical, PLC and Leopard lecture rooms in a calm and orderly manner. (The lecture room with the “Emergency Assembly Room” sign).
- Wait for instructions from the Floor Emergency Controller.

5.9.1.2 Course leaders busy with lectures

- The course leader takes roll-call to determine if all the people under his responsibility are present.
- Inform all course members in a calm manner to avoid panic.
- Stay in the lecture room, keep all course members inside.
- Wait for further instructions from the Floor Emergency Controller.
- Take all attendance registers to the assembly room as shown by the Floor Emergency Controller.

5.9.2 Fire

Figure 5: Fire alarm

5.9.2.1 Person discovering a fire

- Notify any Learning Practitioner immediately. He must follow the Emergency Procedure in accordance to a fire.
- If possible, try to extinguish the fire.

5.9.2.2 If not successful within 60 seconds

- Clear room of all persons that may be present.
- Switch off the main power supply, electrical appliances and lights.
- The Floor Emergency Controller shall inform the Fire Department of any information required.

5.9.3 Bomb threat

In the case of a telephonic bomb threat, the receiver should stay calm and courteous. It is also required from the employee to complete the bomb threat questionnaire during the conversation as thorough as possible.

5.10 Environmental matters

It is our responsibility to ensure that the environment that we live in is safe and healthy. Sasol contributes to the requirements of the law in this regard. Every employee is provided with an Environment Awareness Handbook which contains information concerning care and protection of the environment to ensure that all adhere to the laid down standards.

5.11 Road safety

- Nobody is allowed to drive any motor driven vehicle without a valid drivers licence.
- No learner is allowed to drive any of the Maintenance Academy's vehicle's.
- Speed limit within the primary area is 50 km/h and 60 km/h within the secondary area.
- The speed limit is reduced to 30 km/h at construction sites or during shutdown periods.
- Speed limit within the primary area is 40 km/h - Maintenance Academy Secunda (Brandspruit)
- Personnel and freight may not be transported together.
- No passengers are allowed on cranes, forklifts, at the back of a LDV or any other equipment.
- No vehicle may pass any sign prohibiting entry unless in possession of a valid permit.
- Bicycle and motorcycle riders must wear gloom bibs, headgear and appropriate eye protection.
- Motorbike lights must be on when riding.
- Only one person is allowed on the motorbike or bicycle.
- It is compulsory for each employee to adhere to all road signs.
- Pedestrians must walk on the right side of the road facing oncoming traffic.
- Reckless driving is strictly prohibited.
- Pedestrians should not walk with headphones on in the primary area.

5.12 Security

All employees shall fully co-operate with Security in order to enable them to perform their day-to-day duties.

Employees will report all suspicious acts to Security for further investigation. This is important for the protection of company and property of individuals.

5.13 Theft and fraud

The foundation of the employment relationship between the company and the employee is trust and once this trust has been broken the company will have no option but to dismiss the employee concerned.

The offences mentioned below, regardless of the value or condition of the particular items or the impact of the conduct concerned, are viewed in a very serious light and those employees who are found guilty of these contraventions, will as a general rule be dismissed for a first offence.

The offences in this regard include amongst others the following:

- Blatant theft of company or property of another person.
- Being in possession of company or property of another person without proper authorisation.
- Use of company or other person's property and resources for own purpose or personal gain.
- Removal of Sasol property from waste bins and dumping site.
- Any and all forms of fraud.
- The benefit of outside parties - example, contractors and service providers for personal gain and other similar offences of the Commercial Policy.

6 General Rules and Regulations as applicable in the Maintenance Skills Academy Secunda (Brandspruit)

Whilst in training, you are subject to the undermentioned Rules and Regulations, which must be strictly adhered to for safe working conditions and effective training. We rely on your co-operation and responsibility in order to be proud of our Skills Academy.

6.1 Working hours

The official working hours are:

Monday- Thursday	07:00 - 16:00
Friday	07:00 - 13:00

Learners SHOULD NOT leave the **Academy** without permission from his / her Learning Practitioner before 15:45 on Monday - Thursday and 12:45 on Friday.

The Learner is not allowed to leave the **primary area** before 16:00 on Monday - Thursday and 13:00 on Friday without permission.

6.2 Tea time

Tea times are as follows:

6.3 Lunch time

Lunch times are as follows:

Monday- Thursday	12:00 - 12:30
Friday	no lunch on Friday's

7 Training performance and standards

7.1 Assessment schedule

Each learner will be provided with a training schedule stipulating which assessments are due when. Please adhere to this schedule as non-conformance can be seen as poor work performance and can lead to disciplinary steps being taken.

7.2 Training requirements

It is required from all learners to pass all theoretical tests with a minimum of 80% unless otherwise stipulated. You will get three attempts for each module test. A learner will receive a letter of non-conformance for each module test failed. If after three attempts of a module test, a learner failed to attain a passing mark, his or her training agreement will be re-evaluated.

8 Specific rules at the Maintenance Skills Academy Secunda (Brandspruit)

8.1 Permission to leave workplace or training area

The Time Management System functions in such a way that when you leave the training area, you need to clock out. You can only leave the training area with the permission of your Learning Practitioner. You will be credited for the time you clocked out for work-related matters. Arriving late or leaving early will lead to time lost and a salary deduction.

8.2 Good human relations

Healthy work environment starts with good human relations and this has to start with you. You have to obey and respect your authorities. You have the responsibility as a member of your group and the bigger team to respect, co-operate and support members of your own group and other groups in the Skills Academy.

8.3 Leave and types of leave

Your Learning Practitioner needs to approve any leave request even during the time that you are placed on the plant. He can only approve leave if your plant Line Manager has communicated that your leave is accepted. If leave is not approved and you are not at work an absence without leave (AWOL) will be created and disciplinary steps taken. The different types of leave are: Vacation leave; sick leave; unpaid leave and compassionate leave.

Compassionate leave can only be taken in the case of the loss of **direct** family members (such as father, mother, brother, sister, child, wife, husband, grandfather and grandmother). Thus, please ensure that your leave is captured in advance and that it has been approved before taking leave. Sick leave needs to be verified with a Doctor's note as the practice number must be recorded for approval.

Compassionate leave requires the presentation of a funeral letter.

8.4 Salary enquiries

All enquiries concerning salaries should be made at the salary office. If anything is wrong with your pay, you have to notify your Learning Practitioner who will give you permission to go and sort this matter out with salary office personnel.

8.5 Smoking

No smoking is allowed in the Maintenance Skills Academy buildings. Smoking is only allowed in the designated areas. It is the responsibility of each individual smoker to keep the smoking area and ashtrays clean. Learners should strictly keep to smoking times.

9 Disciplinary Code

The Policy of the company is to:

- vest responsibility of enforcing discipline with Management
- ensure that discipline is applied immediately where deviations from existing norms are identified
- ensure the enforcement of discipline at the lowest possible level
- ensure that discipline is applied in a fair constant manner
- ensure that where appropriate, corrective action and counselling are utilised as first step of discipline

Any employee, who has to undergo a disciplinary investigation, will be given a written notification at least 48 hours before the day of the investigation. The notice will indicate the day of the investigation, the time and the place where it will take place. The summary of the offence will be written on the notice. The person issuing the notice to the employee will inform him or her about his or her rights pertaining to this disciplinary investigation.

The employee will be asked to sign the notice as proof of acknowledging of the receipt thereof. The employee will be given a fair chance to put his or her side of the story to the Disciplinary Committee with representation of his or her own choice. The Disciplinary Committee will make a decision about the type of corrective action that will be taken against the employee. However, if the employee is not satisfied about this decision, he or she can in conjunction with his or her representation appeal against this decision and the hearing will be referred to the next level of Management.

9.1 Dealing with grievances, disciplinary steps and procedures (refer to Disciplinary Code)

9.1.1 Resolving individual complaints and grievances

If there is anything that is bothering you about your work environment, you have to discuss it with people that can help you. The following steps should be followed up to the point where your problem has been completely solved.

Step 1

9.1.2 Your immediate Supervisor

Discuss your problem with your immediate Supervisor (Maintenance Skills Academy Learning Practitioner, or Mine Learning Practitioner and / or Mine Foreman when doing mine training). Your immediate Supervisor will do everything to solve your problem without delay

OR

if you feel that the problem is in such a way that you cannot discuss it with your Supervisor at that stage, you are free to discuss it with his superior or with the HRC, who will then take the matter further. In this case, you must inform your Supervisor before taking this step. If your problem is not satisfactorily resolved, come to an agreement with your Supervisor that you would like to discuss your problem on the next level of Management.

Step 2

9.1.3 Discussion with HRC (Human Resource Consultant)

If you are of the opinion that your problem has not yet been satisfactorily solved, you may decide to pursue the matter with the HRC which will take the matter up on senior supervisory level if necessary.

Step 3

9.1.4 Discussion with HRC and next steps of leadership

Should your problem at this stage not have been solved satisfactorily, the HR Consultant will, at your request, investigate the matter further in conjunction with the Divisional Head in an attempt to find a solution to the problem.

Step 4

9.1.5 HRC and Departmental Head

If a suitable solution was not found during Step 3, the HRC in conjunction with the Departmental Head will see to it that the problem is given the necessary attention.

Step 5

9.1.6 Referring to problem to the Departmental Manager

If the problem remains unsolved up to this point, it may be referred to the member of the Executive Team who will take the final decision regarding the matter.

9.1.7 Resolving group complaints and grievances

If you are a member of a work group with a mutual problem, you should designate a maximum of two persons to raise the matter with your immediate Supervisor and if not satisfied with the Supervisor's decision, the representatives should follow the procedure as detailed above.

10 General Information

10.1 Housekeeping

It is the responsibility of every employee to ensure that the area we are working in is well looked after and maintained in a proper fashion.

- The working area must be kept clean at all times.
- Refuse, especially flammable waste, i.e. paper etc. must only be placed in the appropriate disposal bins.
- After completing a task, it is the responsibility of the employee to clean up and remove the refuse from the site.
- No material may be placed in such a way that it will become an obstruction or a safety hazard to persons moving around in the workplace.
- Always walk - do not run in the workplace.
- Never discard cigarette butts in waste paper bins as it is a fire hazard.
- Horseplay is strictly prohibited.

10.2 Private work

No private work is allowed in the Skills Academies.

10.3 Vulgar language and swearing

Vulgar language or swearing is strictly prohibited; action will be taken according to the relevant Code.

10.4 Reading of magazines and gambling

The reading of any article or magazine that is not work-related is strictly prohibited during working hours. No gambling is allowed at any time.

10.5 Sitting and sleeping on top of tables

The employee is not allowed to sit, rest or sleep on any machinery, tables, work benches and dust bins.

10.6 Entering Learning Practitioner's office without permission

No learner is allowed in the office of a Learning Practitioner, without the Learning Practitioner's permission. No person may enter any division, workshop or any other workplace without permission from both his Learning Practitioner and the Learning Practitioner of the visiting workplace.

10.7 Action to be taken in case of absence of leave

In the event of a learner being absent due to illness or unforeseen circumstances, the Learning Practitioner must be informed by means of telephone or a message from a responsible person. It is compulsory that all absences should be confirmed by a leave or sick leave form. Should learners request leave whilst doing mine training, the leave form must be handed to the Mine Foreman for approval. In the Maintenance Skills Academy it must be handed to the Learning Practitioner.

10.8 Receiving calls and use of cellphones during training

The use of company telephones are not permitted without permission. Only in emergencies, can learners receive telephone calls. The Learning Practitioner will give permission for the use of the phone. Private calls can be made between 12:00 and 12:30. No active cellphones are allowed during working hours in the Maintenance Academy.

10.9 Dress code

It is compulsory to wear safety clothing at all times in the Maintenance Skills Academy. The learners should always be neatly dressed. Dress code: Sasol safety footwear, white overall trousers or white overall jacket.

10.10 Regulation violations

Should Regulations be broken, disciplinary actions will be taken against perpetrators.

10.11 Absenteeism

In the case of any absenteeism, it is the responsibility of the learner to notify the employer / Supervisor by means of telephone or message from a responsible person. It is also important to submit the relevant documents on your return to prove your absence.

All sick leave must be accompanied by a valid Doctor's certificate.

11 Our values and culture

Why values are important to Sasol

Our shared values define what we stand for as an organisation and form our actions and our behaviour. They determine the way in which we interpret and respond to business opportunities and challenges.

Like personal values, company values help all of us understand the way in which we should behave and make decisions on behalf of the organisation.

To this end, our shared values establish expectations about how we, as employees of Sasol, work with and treat each other, our customers, shareholders, suppliers, partners and the communities we serve.

Being a values-driven organisation means that we all embrace and live Sasol's shared values, which are the foundation of a high performance culture. It implies that we know and understand what our shared values are and we subscribe to the behaviours expected of all Sasol employees.

Take safety as an example. Let us say you are under pressure to finish something quickly, but doing so compromises safety. Your choices are: to deliver the job quickly but in an unsafe manner or to deliver the job at a slower pace, but safely. Given Sasol's core value of safety and commitment to zero harm, you would always choose the second option.

11.1 Values and their meanings



Figure 6: Sasol Shared Values

11.2 Ethics

As ethic policies and the application thereof may differ drastically from company to company, it is important that each new employee during his / her induction take cognisance of the Sasol Ethics Policy, commercial practice and the role of the Commercial Department. The responsibility rests with each employee to act ethically correct and to always display the highest degree of integrity.

Sasol employees must, in all they do, act in Sasol's long term interest. This implies that business-like, professional relationships be maintained with all suppliers or potential suppliers. In the majority of cases the exchange of gifts and / or socialising is unnecessary for the maintenance of good mutual relationships. However it may be necessary, from time to time as an exception, to socialise in order to improve business relationships.

Gifts and / or socialising usually result in costs for Sasol (even if the supplier pays) and acceptance of either must only take place after careful consideration and the necessary motivation has been made. If you want to know more about ethics or have anything you want to report, you can make a free call to telephone number 0800016017 and your call will be given the best attention.

12 Performance evaluations

Take note that your performance during the apprenticeship period will be periodically evaluated by your mine Learning Practitioner and institutional Learning Practitioner. The following list provides information on all the different aspects that will be evaluated. A good all-round balance in all these areas will make you the best possible candidate when employment opportunities arise.

Performance Evaluation Form

See document

Doc: MTR-MOT-T3246
Rev: 0
Date: 11/07/2014

Performance tracking document

Learner's name _____ Control number _____ ID number _____

Learnership (e.g. Milwright) _____

Date of appraisal _____

Appraisal completed by

Learner's name _____ Control number _____ ID number _____

Mine _____

Area of appraisal

	On job
	Off job

Specify (course completed / section worked)

(E.g. Section 5) _____

Signed Supervisor _____ Date _____

Signed Learner _____ Date _____

Signed Learning Manager / Practitioner _____ Date _____

Any appraisal below 60% will result in a work discussion.

Overall rating %

Practical factors

	Areas of performance	Far exceeds job requirements	Exceeds job requirements	Meets job requirements	Needs improvement	Does not meet minimum requirements	Rating
		5	4	3	2	1	
1	Co-operation and teamwork Consider attitude towards company, Supervisor, colleagues and subordinates	Very tactful and co-operative. Exceptional good team worker. Good influence on moral. Excellent attitude towards job and SASOL	Tactful and co-operative worker. Meets others halfway is helpful	Usually tactful and co-operative. Does not offer to do more than job requires	Difficult to work with at times. Reluctant to co-operate with others	Quarrelsome. Uncooperative critical towards and irritates others and causes conflict.	
2	Dependability Consider amount of supervision required, sense of responsibility	Thoroughly reliable conscientious and dependable at all times No supervision required	Dependable. Generally reliable requires little supervision	Normally dependable but has occasional lapses. Requires supervision but does not have to be watched	Unreliable needs supervision	Requires constant supervision very little sense of responsibility slacks and dodged work as much as possible	
3	Initiative and judgement Consider energy drive resourcefulness, originality, creativeness, ability to make independent decisions within the scope of the job	Resourceful and ingenious. Invariably makes the right decisions based on careful thoughts and analysis	Needs little guidance for solution of problems. The majority of decisions are acceptable	Shows initiative or originality at times. Judgement usually dependable on matters of routine nature	Lacks initiative or originality requires help with all major problems. Decisions are often incorrect and poorly considered	Requires considerable urging. Gives up easily has to be spoon-fed. Reluctant to make any decisions	
4	Absenteeism and punctuality Consider reliability in terms of timekeeping, absenteeism	Always punctual never absent	Seldom late or absent	Sometimes late or absent with permission	Inclined to be absent, irregular and late. Occasionally absent without permission	Late most of the time. Frequently absent without permission	
5	Behaviour towards peers Supervisor's rules and regulations	Extremely well-behaved. Good manners. Always accepts and respects rules and regulations	Good behaviour knows his manners. Sticks to SASOL rules and regulations	Average behaviour is polite. Complies with rules and regulations	Frequently poor behaviour, impolite often, breaks rules and regulations	Poor behaviour. Is rude. Does not adhere to rules and regulations	
							Rating out of 25

Practical work

	Areas of performance	Far exceeds job requirements	Exceeds job requirements	Meets job requirements	Needs improvement	Does not meet minimum requirements	Rating
		5	4	3	2	1	
1	Interest and learning rate Consider interest and curiosity towards own trade	Extremely interested at all times and shows signs of eagerness. Learns exceptionally fast. Is always ahead in training programme	A good and keen worker most of the time. Shows interest in his work regularly. Quick at learning a new word. Occasionally ahead in training programme	Generally interested and works attentively. Learns at a pace that adheres to the schedule	Seldom shows interest in his/her work. Grasps work with difficulty and lags behind with programme	Frequently idle and never shows interest in his/her work. Unable to grasp work and well behind with programme	
2	Quality of work Consider neatness, accuracy thoroughness of work done	Very high quality of work. Always neat accurate and thorough	Does a good job. Errors are rare	Work is usually good. Makes few errors. Occasionally has to be told to do better	Work frequently needs checking. Often needs to be told to do better. Tends to be careless	Work must be constantly checked. Frequent errors, shows little or no attention to job	
3	Quantity of work Consider output of work and speed in which practical modules are completed	Always high volume of work done,exceptionally fast worker. Able to work under pressure. Completes practical modules long before time	Usually does more than expected. Keeps busy without excessive supervision. Quick in completing modules	Usually busy. Turns out the required amount of work. Completes practical modules on time	Slow worker. Amount of work done is low. Does not complete modules on time	Does small amount of work. Is extremely slow and wastes time	
4	Tools and machinery Consider responsibility towards tools and machinery, regarding cleanliness and care	Tools in excellent condition. Very good knowledge of usage of tools and machinery	Tools are in good condition. Handles tools and machinery with ease. Takes good care	Tools and toolbox kept tidy. Use tools and machines correctly. Takes care	Tools and toolbox untidy. Does not know how to use tools. Very careless with machinery	Neglects tools. No knowledge of tools. Clumsy with machines	
5	Safety Consider attitude and application towards safety	Extremely safety conscious and motivates others. Always works safely	Adheres strictly to safety practices, rules and regulations. Usually works safely	Is safety conscious and adheres to rules and regulations. Normally works safely	Often acts irresponsibly. Often uses unsafe methods	Ignores safety rules and regulations. Does not work safely	
							Rating out of 25