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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Task Team for

Wholesale and Retail

registered by Organising Field 11, Services, publishes the following Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Unit Standards. The Unit Standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate for Standards Setting and Development at the SAQA offices, **Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.**

Comment on the Unit Standards should reach SAQA at the address below and ***no later than 15 March 2007***. All correspondence should be marked **Standards Setting – Task Team for Wholesale and Retail** and addressed to

The Director: Standards Setting and Development
SAQA
Attention: Mr. D Mphuthing
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DR. S. BHIKHA
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Handle help desk queries***

SAQA US ID	UNIT STANDARD TITLE		
254594	Handle help desk queries		
ORIGINATOR			PROVIDER
Task Team - Wholesale and Retail			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	12

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Explain the use of organisational call desk systems.

SPECIFIC OUTCOME 2

Answer and categorise in-coming queries.

SPECIFIC OUTCOME 3

Respond to queries.

SPECIFIC OUTCOME 4

Plan to make calls to solve queries.

SPECIFIC OUTCOME 5

Place calls to solve queries.

SPECIFIC OUTCOME 6

Record information.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Control the flow of information in a wholesale and retail unit***

SAQA US ID	UNIT STANDARD TITLE		
254595	Control the flow of information in a wholesale and retail unit		
ORIGINATOR			PROVIDER
Task Team - Wholesale and Retail			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Analyse and verify wholesale and retail administration documentation.

SPECIFIC OUTCOME 2

Resolve identified discrepancies appearing on wholesale and retail administration documentation.

SPECIFIC OUTCOME 3

Manage finalisation of wholesale and retail administrative documentation.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Manage time keeping records**

SAQA US ID	UNIT STANDARD TITLE		
254596	Manage time keeping records		
ORIGINATOR		PROVIDER	
Task Team - Wholesale and Retail			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	5

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Check timekeeping records for completeness.

SPECIFIC OUTCOME 2

Analyse time keeping records to determine short time and overtime.

SPECIFIC OUTCOME 3

Validate time keeping records.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Schedule staff**

SAQA US ID	UNIT STANDARD TITLE		
255494	Schedule staff		
ORIGINATOR		PROVIDER	
Task Team - Wholesale and Retail			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	10

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Determine operational staff requirements.

SPECIFIC OUTCOME 2

Develop a staffing plan.

SPECIFIC OUTCOME 3

Implement and maintain the staffing schedule.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Demonstrate an understanding of the sectoral determination for the wholesale and retail sector

SAQA US ID	UNIT STANDARD TITLE		
255495	Demonstrate an understanding of the sectoral determination for the wholesale and retail sector		
ORIGINATOR		PROVIDER	
Task Team - Wholesale and Retail			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Demonstrate an understanding of the Sectoral Determination.

SPECIFIC OUTCOME 2

Explain application of the Sectoral Determination within the organisation.

SPECIFIC OUTCOME 3

Explain how the Sectoral Determination impacts on the management of the unit.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Manage a training intervention**

SAQA US ID	UNIT STANDARD TITLE		
255496	Manage a training intervention		
ORIGINATOR		PROVIDER	
Task Team - Wholesale and Retail			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Identify organisational policies & procedures for training of staff.

SPECIFIC OUTCOME 2

Plan a training intervention.

SPECIFIC OUTCOME 3

Manage implementation of a training intervention.

SPECIFIC OUTCOME 4

Review a training intervention.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Manage stock holding procedures in a wholesale and retail unit***

SAQA US ID	UNIT STANDARD TITLE		
255497	Manage stock holding procedures in a wholesale and retail unit		
ORIGINATOR		PROVIDER	
Task Team - Wholesale and Retail			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	6

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Explain the effect of stock on the finances of the organisation.

SPECIFIC OUTCOME 2

Manage the recording of stock information for record keeping.

SPECIFIC OUTCOME 3

Manage stock levels to improve profitability of the unit.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Manage cold chain processes in a wholesale and retail unit***

SAQA US ID	UNIT STANDARD TITLE		
255498	Manage cold chain processes in a wholesale and retail unit		
ORIGINATOR		PROVIDER	
Task Team - Wholesale and Retail			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	6

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Manage cold chain processes in the various areas of the unit.

SPECIFIC OUTCOME 2

Manage the process of clearing spoiled/expired foods.

SPECIFIC OUTCOME 3

Manage the optimal performance of refrigeration systems.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Manage shrinkage and losses in a wholesale and retail unit***

SAQA US ID	UNIT STANDARD TITLE		
255499	Manage shrinkage and losses in a wholesale and retail unit		
ORIGINATOR	PROVIDER		
Task Team - Wholesale and Retail			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	12

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Analyse factors impacting on shrinkage and losses in a W and R unit.

SPECIFIC OUTCOME 2

Plan the reduction of shrinkage and losses.

SPECIFIC OUTCOME 3

Implement and evaluate shrinkage and loss reduction action plans.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Manage procedures that increase the nett income of a wholesale and retail unit***

SAQA US ID	UNIT STANDARD TITLE		
255500	Manage procedures that increase the nett income of a wholesale and retail unit		
ORIGINATOR		PROVIDER	
Task Team - Wholesale and Retail			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Plan to improve the operational performance of a Wholesale and Retail outlet.

SPECIFIC OUTCOME 2

Demonstrate an understanding of operational expenses in a Wholesale and Retail unit.

SPECIFIC OUTCOME 3

Explain the effect of sales and gross profit on the nett profit of the organisation.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Conduct a disciplinary hearing**

SAQA US ID	UNIT STANDARD TITLE		
255514	Conduct a disciplinary hearing		
ORIGINATOR		PROVIDER	
Task Team - Wholesale and Retail			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	15

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Explain organisational and legal policies, procedures for instituting disciplinary action.

SPECIFIC OUTCOME 2

Investigate the allegation.

SPECIFIC OUTCOME 3

Prepare for a hearing.

SPECIFIC OUTCOME 4

Conduct a disciplinary hearing.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

None