

No. 592

14 May 2004

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Wholesale and Retail

Registered by NSB 11, Services, publishes the following qualifications and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards upon which qualifications are based. The qualifications unit standards can be accessed via the SAQA web-site at www.saga.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum, 1067 Arcadia Street, Hatfield.

Comment on the unit standards should reach SAQA at the address ***below and no later than 14 June 2004***. All correspondence should be marked **Standards Setting – SGB for Wholesale and Retail** and addressed to

The Director: Standards Setting and Development
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JOE SAMUELS

DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Wholesale and Retail General Practice

SAQA QUAL ID	QUALIFICATION TITLE	
48763	National Certificate: Wholesale and Retail General Practice	
SGB NAME	SGB Retail and Wholesale	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
SRV-2-National Certificate	National Certificate	Wholesale and Retail
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
122	Level 2	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

PURPOSE OF THE QUALIFICATION

The Certificate will form part of a learning pathway that currently stretches from NQF Levels 2 to 5. There will thus be a ready progression of learning from Level 2 upwards, ultimately culminating in a qualification at NQF Level 5 with the prospect of a management position within an organisation.

Specifically, the purpose of this Certificate qualification is to equip learners to understand and acquaint themselves with the underlying principles of all of the major areas related to the Wholesale & Retail sector, thus enabling them to become effective employees, employers and/or self-employed members of society. The Certificate further aims to provide career paths with associated learnerships through various levels and areas of the Wholesale and Retail environment thus promoting the notion of quality lifelong learning. By assisting in the development of competence in this field (arguably one of the bigger, more labour intensive and therefore important arenas for social and economic transformation in the country), this Certificate will provide a stepping-stone for learning at the Higher Education and Training Band.

This Certificate provides learners with a grounding in all areas of Wholesale and Retail. This will enable them not only to understand the South African context of the sector but also to use this learning in various business environments.

Rationale

The Certificate in Wholesale and Retail General Practice (WARP), NQF Level 2, is designed to meet the needs of the learners who are already employed and involved in the Wholesale and Retail field. Additionally, however, it will also allow access to, and meet the needs and aspirations of, the youth and unemployed who wish to pursue a career in this area, or in fields where this learning may be useful. This furthermore includes adult learners who want to enter the arena or develop their careers in one or more of the related sub-fields. Since this Certificate is part of the learning pathway it will allow mobility to persons operating at any level in the field.

The development of competence in this field will lead to world-class service delivery, company longevity, the promotion of wealth, and job creation. Application of the learning achieved in completing this qualification will also assist employed and unemployed persons to enter other industries where they will be able to apply this learning in a practical context.

This qualification reflects some of the needs of the Wholesale and Retail sector both now and in the future. It gives accessibility and flexibility to learners either as a support service provider in the corporate sector, or as a shop floor employee having personal contact with clients/customers. The impact of this Certificate on

society and the economy is reflected in the multiple job roles and careers that can stem from the qualification, including self-employment opportunities, job creation opportunities and the development of, or entry to, learners who are employed within the private or public sector. It can further stimulate and support skills development in the SMME sector. The range of learners would include school-leavers, youth & unemployed, and those already employed at the appropriate level desiring learning and growth opportunities, as well as the self-employed.

The added value of the skills, knowledge and understanding developed by the Certificate will be evidenced by greater productivity resulting from the improved performance by the learner, due to the integration of the learning which will have taken place in the workplace.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

Learners starting to access this qualification will have demonstrated competence against the relevant Numeracy and Literacy standards at NQF Level 1, either through a previous qualification, or through the process of Recognition of Prior Learning, which assesses workplace-based experiential learning.

Recognition of prior learning (RPL)

This Qualification can be achieved wholly or in part through the Recognition of Prior Learning and the Qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the outcomes of the individual Unit Standards as required by the Fundamental, Core and Elective areas stipulated in the Qualification and by the Exit Level Outcomes.

An RPL process may also be used to credit learners with Unit Standards in which they have developed the necessary competency as a result of workplace and experiential learning

RPL may also be used by learners, who are not in possession of a GETC or equivalent qualification, to gain access to the Qualification.

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and will be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based Qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit level outcomes.

QUALIFICATION RULES

The certificate is made up of a planned combination of learning outcomes that have a defined purpose and will provide qualifying learners with applied competence and a foundation for further learning.

The Qualification is made up of Unit Standards classified as Fundamental, Core and Elective. A minimum of 122 credits is required to complete the Qualification.

In this Qualification the credits are allocated as follows :

Fundamental:	36 credits	30 %
Core:	56 credits	46 %
Elective:	30 credits	24 %

EXIT LEVEL OUTCOMES

1. Communicate both verbally and in writing.
2. Understand and apply mathematics.
3. Function at a point of sales.
4. Display goods in a Wholesale and Retail environment.
5. Maintain a safe and secure Wholesale and Retail environment.
6. Identify the fundamental components of the W & R environment.
7. Offer and maintain a credit facility.

8. Perform stock related functions.
9. Perform general administrative and office functions.
10. Pack and handle food and non-food items.

ASSOCIATED ASSESSMENT CRITERIA

- 1.1 Texts are read and responded to.
- 1.2 Main ideas in literary texts are identified and interpreted.
- 1.3 A variety of speaking and listening strategies, accommodating socio-cultural sensitivities, are used to maintain communication.
- 1.4 Information is organised and presented in a focused and coherent manner.
- 1.5 A specific audience and purpose is written for by adapting language to suit the context.
- 2.1 Rational and irrational numbers and number systems are understood and applied in terms of basic business calculations.
- 2.2 Basic calculations are made using a range of techniques and electronic equipment.
- 2.3 Scientific notation is understood and used.
- 2.4 The legal requirements associated with Wholesale and Retail calculations are recognised.
- 2.5 Problems are solved by using a range of patterns and mathematical functions.
- 2.6 3- Dimensional shapes are used to measure and calculate physical quantities.
- 2.7 Probability and statistical concepts are understood and used in problem solving and decision making.
- 3.1 Point of sales functions are performed efficiently according to administration and security procedures.
- 3.2 Point of sales transactions are recorded accurately and end of day procedures are effected.
- 3.3 An understanding of shrinkage and sales targets at a point of sales is demonstrated.
- 4.1 Promotional displays are erected and maintained as per the organisation's promotional strategy.
- 4.2 Merchandise is unpacked and displayed using the correct fixtures and fittings and applying the appropriate merchandise handling techniques based on stock characteristics.
- 4.3 Merchandise is clearly marked using appropriate equipment and in compliance with promotional brief.
- 4.4 Displays are monitored according to instructions and stock characteristics and in such a manner that minimises losses and enhances the supply chain function of the organisation.
- 5.1 Legislation regarding Occupational Health and Safety is understood and applicable safety procedures in workplace are described.
- 5.2 Appropriate action can be taken with regards to hazards and emergency situations.
- 5.3 Internal and external housekeeping standards are maintained.
- 6.1 The relationship between various categories and sub-sectors within the Wholesale and Retail environment is identified.
- 6.2 The relationship between various operational departments in a Wholesale and Retail store is identified.
- 6.3 The various forms of legislation that impact on the Wholesale and Retail environment are identified and complied with.
- 6.4 The standards for customer service are identified.
- 7.1 Credit membership benefits are explained and promoted.
- 7.2 Legal implications and terms of conditions pertaining to selected credit options are explained.
- 7.3 Administrative functions related to the customer's account are performed.
- 8.1 Stock is received into the wholesale or retail outlet ensuring that stock balances are maintained.
- 8.2 Stock is safely delivered to customers.
- 8.3 Legal requirement and organisation policies and procedures for transporting goods are applied.
- 8.4 Administrative functions related to stock receipt and delivery are performed.
- 8.5 Stock takes are performed.
- 9.1 Documentation is filed.
- 9.2 General office equipment is used.
- 9.3 Time and work processes are managed.
- 9.4 The office area is maintained according to organisational standards.
- 9.5 Knowledge of how to behave in a business environment and an understanding of basic business ethics is demonstrated.

9.6 A computer is operated.

10.1 Customer purchases are packed in accordance with organisational policy.

10.2 Food products are handled, stored and disposed of in accordance with company procedures.

Integrated Assessment

Integrated assessment at this level will evaluate the learner's ability to combine actions and ideas across a range of activities and knowledge areas. The integrated assessment must specifically assess the learner's ability to:

- > Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards required.
- > Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The assessment will require assessment methods, which take evidence generated during on-the job activities into account. Because assessment practices must be open, transparent, fair, valid and reliable; ensuring that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term integrated assessment implies that theoretical and practical components should be assessed together. Whenever possible the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated and, during integrated assessment, the assessor should make use of a range of formative and summative assessment tools and methods. Combinations of practical, applied, and foundational competencies should be assessed. Assessment should further ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated in an integrated way.

Assessors must assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience as the assessment process is capable of being applied to RPL, subject to the rules and criteria of the relevant ETQA.

INTERNATIONAL COMPARABILITY

This Qualification has been benchmarked against international practice in Wholesale and Retail. However, it needs to be recognised that this Qualifications is explicitly placed within the South African context.

The following list of qualifications relate to the National Certificate : Wholesale and Retail General Practice.

- > National Certificate in Retail and Wholesale (NC 5570) - New Zealand
- > Scottish Vocational Qualification in Retail Operations (G6PP 22) - Scotland
- > Certificate II in Retail Operations (WRR 20102) - Australia
- > Retail Sales Assistant Traineeship (Foras Aiseanna Saothair) - Ireland

Although a search was done for retail qualifications in Namibia, Zimbabwe, Nigeria, and Asia there were no results found.

ARTICULATION OPTIONS

This Qualification will articulate vertically with all other qualifications registered within the envisioned learning pathway (currently NQF Levels 2-5). Possibilities for vertical articulation outside of the Wholesale and Retail environment include (for example) :

- > Certificate: Basic Administration (ID 20356)
- > Certificate: Retailing (ID 22956)
- > National Certificate: Food Services (ID 22315)

Possibilities for horizontal articulation outside of the Wholesale and Retail environment include (for example):

- > Certificate: Basic Security Practices (ID 17214)
- > Certificate: Reception Operations and Services (ID 22914)

MODERATION OPTIONS

- > Anyone assessing a learner, or moderating the assessment of a learner, against this Qualification must be registered as an assessor / moderator with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- > Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- > Assessment and moderation of assessment will be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies), and in terms of the moderation guideline detailed immediately below.
- > Moderation must include both internal and external moderation of assessments at all exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the Qualification.
- > Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

The options as listed above provide the opportunity to ensure that assessment and moderation can be transparent, affordable, valid, reliable and non-discriminatory.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor or moderator of this Qualification the applicant needs:

- > To be declared competent in all the outcomes of the National Assessor Unit Standards
- > To be in possession of a relevant Qualification (higher than NQF Level 2)

NOTES

N/A

UNIT STANDARDS

(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	114889 Record transactions	Level 2	8	Draft - Prep for P Comment
Core	114894 Process payment at a Point of Sales (POS)	Level 2	10	Draft - Prep for P Comment
Core	114895 Define the core concepts of the wholesale and retail environment	Level 2	10	Draft - Prep for P Comment
Core	114903 Interact with customers	Level 2	8	Draft - Prep for P Comment
Core	114906 Mark merchandise and maintain displays	Level 2	10	Draft - Prep for P Comment
Core	114912 Maintain a safe and secure wholesale and retail environment	Level 2	10	Draft - Prep for P Comment
Elective	114888 Perform cleaning functions within a Wholesale and Retail outlet	Level 1	3	Draft - Prep for P Comment
Elective	14342 Manage time and work processes within a business environment	Level 2	4	Registered
Elective	14359 Behave in a professional manner in a business environment	Level 2	5	Registered

Elective	114890 Perform office functions in a wholesale and retail outlet	Level 2	4	Draft - Prep for P Comment
Elective	114891 Count stock for a stock-take	Level 2	5	Draft - Prep for P Comment
Elective	114893 Pack customer purchases at point of sales	Level 2	3	Draft - Prep for P Comment
Elective	114897 Administer deliveries	Level 2	10	Draft - Prep for P Comment
Elective	114899 Maintain the customer's account	Level 2	5	Draft - Prep for P Comment
Elective	114902 Operate a computer in a Wholesale/Retail outlet	Level 2	6	Draft - Prep for P Comment
Elective	114904 Implement promotional instructions	Level 2	6	Draft - Prep for P Comment
Elective	114908 Apply food safety practices in a wholesale and retail outlet	Level 2	7	Draft - Prep for P Comment
Elective	114910 Implement food-handling practices in wholesale and retail outlet	Level 2	8	Draft - Prep for P Comment
Elective	114887 Prepare a vehicle for deliveries	Level 3	8	Draft - Prep for P Comment
Elective	114892 Dispatch stock	Level 3	10	Draft - Prep for P Comment
Elective	114896 Receive stock	Level 3	12	Draft - Prep for P Comment
Fundamental	7467 Collect and use data to establish basic statistical and probability models and solve related problems	Level 2	5	Reregistered
Fundamental	7479 Describe, represent and informally analyse shape and motion in 2- and 3-dimensional space	Level 2	4	Reregistered
Fundamental	7480 Demonstrate understanding of rational and irrational numbers and number systems	Level 2	2	Registered
Fundamental	8962 Maintain and adapt oral communication	Level 2	5	Registered
Fundamental	8963 Access and use information from texts	Level 2	5	Registered
Fundamental	8964 Write for a defined context	Level 2	5	Registered
Fundamental	8967 Use language and communication in occupational learning programmes	Level 2	5	Registered
Fundamental	9007 Work with a range of patterns and functions and solve problems	Level 2	5	Registered



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Wholesale and Retail Sales Practice

SAQA QUAL ID	QUALIFICATION TITLE	
48764	National Certificate: Wholesale and Retail Sales Practice	
SGB NAME	SGB Retail and Wholesale	
ABET BAND	PROVIDER NAME	
Undefined		
QUALIFICATION CODE	QUAL TYPE	SUBFIELD
SRV-3-National Certificate	National Certificate	Wholesale and Retail
MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
120	Level 3	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

PURPOSE OF THE QUALIFICATION

This qualification is the second step in a learning pathway that underpins a career in the Wholesale & Retail arena. A large number of the competencies developed in the qualification are rooted in actual workplace practice and should lead to greater productivity resulting from the improved performance by the learner, due to the integration of the knowledge mastered with workplace practice.

Specifically the purpose of this Certificate qualification is to equip learners to understand and apply the underlying principles of the Wholesale & Retail sector and associated practices with particular emphasis on Sales and Customer Service. It aims to provide career paths through associated learnerships at various levels and areas of the W&R environment and to develop a richer learning environment in the field of Wholesale & Retail through high quality lifelong learning. By improving the W&R Sales and related administration skills of employees in the sector, this qualification aims to improve service delivery in the W&R field, arguably one of the most important arenas for social and economic transformation in the country.

This learning supports the objectives of the NQF through increased portability and articulation of learning and career path progression. By concentrating on the link between theory and practice, the quality of education and training as well as the personal development of the learner will be elevated.

Rationale for the Qualification:

The Certificate in Wholesale & Retail Sales Practice- NQF level 3, is part of the learning pathway in Wholesale & Retail (W&R), which starts with a National Certificate at NQF level 2 and will currently end with a Diploma qualification at NQF level 5, thus encouraging the notion of lifelong learning.

In South Africa, as elsewhere in the world, the Wholesale & Retail arena provides a major source of employment opportunities as well as scope for the development of budding entrepreneurs and small, micro and medium enterprises (SMMEs) to develop. Very few SMME owners have the time or opportunity to develop through learning, whether academically or in the workplace. Qualifications of this sort will empower management and staff in Wholesale & Retail organisations of any size and context.

The Certificate in Wholesale & Retail Sales Practice - NQF level 3 is designed to meet the needs of the learners who are already employed and involved in the field of Wholesale & Retail commerce. Additionally, however, it will also meet the needs and aspirations of the youth and unemployed who wish to pursue a career in this and associated fields, or in other fields where this learning may be useful. This audience includes adult learners who want to enter the sector or develop their careers in one or more of the related learning areas. Since the Certificate is part of a learning pathway, it will allow mobility to persons operating at

any level in the field.

This qualification provides learners with a solid grounding in sales in the W&R environment. It caters for instances where only cash sales are entertained, as well as those where store accounts may be opened and purchases made on such an account on credit terms. It aims to enable learners to understand cash and credit selling in the South African W&R field and will underpin their ability to use this learning in various business environments. The development of competence in this field will lead to better service delivery and company longevity.

The qualification recognises that the knowledge and application of cash & credit selling practice is a business imperative, necessary for the success of any organisation in the W&R environment. This Certificate is thus designed to enable individuals to develop the theoretical competencies and the practical skills to operate effectively in this environment.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

Learners accessing this qualification should be competent in:

- > Communication at NQF level 2
- > Mathematical literacy at NQF level 2.

Recognition of Prior Learning (RPL):

This qualification can be achieved wholly or in part through the Recognition of Prior Learning and the qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the outcomes of the individual unit standards as required by the Fundamental, Core and Elective areas stipulated in the qualification and by the exit level outcomes.

An RPL process may also be used to credit learners with unit standards in which they have developed the necessary competency as a result of workplace and experiential learning.

RPL may also be used by learners, who are not in possession of a GETC or equivalent qualification, to gain access to the qualification.

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and will be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit level outcomes.

QUALIFICATION RULES

In this Qualification the credits are allocated as follows:

Fundamental: 36 credits (30%)
Core: 46 credits (38%)
Elective: 38 credits (32%)

EXIT LEVEL OUTCOMES

Qualifying learners will be able to:

1. Fundamental

- 1.1 Communicate orally and in writing with clients and colleagues in a W&R environment.
- 1.2 Utilise mathematical and numeracy skills in a W&R environment.

2. Core

- 2.1 Implement Point of Sale transactions and procedures.

(Range: Point of Sale (POS) refers to the place where transactions are processed and includes equipment used to process a transaction.)

2.2 Deal with customers in a W&R outlet.

2.3 Administer credit accounts.

3. Elective

3.1 Promote and market W&R products and services.

3.2 Important workplace procedures of a general nature are implemented.

(Range: Procedures outside the ambit of the learner, such as fire-fighting, hostage negotiation, bomb disposal, equipment repair and apprehension of shoplifters are not included.)

3.3 Monitor and minimise customer credit risk and defaulting debtors.

3.4 Utilise appropriate electronic equipment in a W&R outlet.

ASSOCIATED ASSESSMENT CRITERIA

1. Fundamental

1.1

> Audience and context needs can be accommodated in oral communications.

> Information from texts is interpreted and used.

> Text is written for a range of communicative contexts.

> Instructions and information are followed, utilised or shared in a W&R outlet.

1.2

> Simple forms of complex numbers are identified and utilised.

> Life and work related problems are investigated using data and probabilities.

> Financial aspects of personal and business issues are investigated and monitored using mathematics.

> Related mathematical and/or numeracy problems are solved using a wide range of patterns and transformation of functions.

> Mathematical calculations related to a W&R environment are solved.

2. Core

2.1

> Payments at a Point of Sales are processed.

> The organisation's deposits and floats are administered and controlled.

> Day-end cashing up procedures are completed.

> Activities related to a Point of Sales station are performed.

2.2

> Products and services are sold to customers in a W&R outlet.

> Customer queries/complaints are resolved.

> Customer service and satisfaction levels are maintained.

2.3

> A credit facility is offered.

> A customer's account is maintained.

> Documents relating to client accounts are maintained and administered.

> Client responsibility related to credit accounts is explained.

3. Elective

3.1

> Instructions relating to promotions are implemented.

> Merchandise is displayed visually in a W&R environment.

> Suggestions regarding the promotion and marketing of W&R products and services are generated.

3.2

> Maintenance of office equipment is monitored and controlled.

> Shrinkage prevention procedures in the workplace are understood and implemented.

- > Health, safety and security is maintained within the internal environment.
- > Information notices relating to office equipment, shrinkage, health, safety and security are read, understood and followed.

3.3

- > Defaulting customer accounts are minimised.
- > The repayment ability and credit risk of potential clients are calculated and assessed respectively.
- > Errors related to customer credit accounts are resolved and rectified.

3.4

- > Computer equipment is operated in a W&R setting.
- > Procedures related to equipment malfunction or error are understood and followed.

Integrated Assessment:

Integrated assessment at this level will evaluate the learner's ability to combine actions and ideas across a range of activities and knowledge areas. The integrated assessment must specifically assess the learner's ability to:

- > Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards required;
- > Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The assessment will require assessment methods, which take evidence generated during on-the-job activities into account. Because assessment practices must be open, transparent, fair, valid and reliable; ensuring that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'integrated assessment' implies that theoretical and practical components should be assessed together. Whenever possible the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated and, during integrated assessment, the assessor should make use of a range of formative and summative assessment tools and methods. Combinations of practical, applied, and foundational competencies should be assessed. Assessment should further ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated in an integrated way.

Assessors must assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience as the assessment process is capable of being applied to RPL, subject to the rules and criteria of the relevant ETQA.

INTERNATIONAL COMPARABILITY

This Qualification has been benchmarked against international practice in Wholesale and Retail. However, it needs to be recognised that this Qualification is explicitly placed within the South African context.

The following list of qualifications relates to the National Certificate: Wholesale and Retail Sales Practice.

- > National Certificate in Retail (NQF0994) - New Zealand
- > C & G Level 2 NVQ in Sales (Q1051447) - UK
- > Certificate III in Retail Operations (WRR 30202) - Australia
- > Certificate III in Sales (12583SA) - Australia

Although a search was done for retail qualifications in Namibia, Zimbabwe and Nigeria, no results were found.

ARTICULATION OPTIONS

This Qualification will articulate vertically with all other qualifications registered within the envisioned learning pathway (currently NQF Levels 2-5). Possibilities for vertical articulation outside of the Wholesale and Retail environment include (for example):

- > Certificate: General Administration (ID 21043)
- > Certificate: Credit Control (ID 20404)

Possibilities for horizontal articulation outside of the Wholesale and Retail environment include (for example):

- > Certificate: Basic Administration (ID 20356)
- > Certificate: Retailing (ID 22956)
- > National Certificate: Food Services (ID 22315)

MODERATION OPTIONS

> Anyone assessing a learner, or moderating the assessment of a learner, against this qualification must be registered as an assessor/moderator with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

> Any institution offering learning that will enable the achievement of this qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

> Assessment and moderation of assessment will be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies), and in terms of the moderation guideline detailed immediately below.

> Moderation must include both internal and external moderation of assessments at all exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as the integrated competence described in the exit level outcomes of the qualification.

> Anyone wishing to be assessed against this qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

The options as listed above provide the opportunity to ensure that assessment and moderation can be transparent, affordable, valid, reliable and non-discriminatory.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

For an applicant to register as an assessor or moderator of this qualification the applicant needs:

- > To be declared competent in all the outcomes of the National Assessor Unit Standards or National Moderator Unit Standards, whichever is appropriate;
- > To be in possession of a relevant Qualification (Higher than NQF level 3).

NOTES

N/A

UNIT STANDARDS

(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	114894 Process payment at a Point of Sales (POS)	Level 2	10	Draft - Prep for P Comment
Core	114900 Sell products to customers in a Wholesale and Retail outlet	Level 3	12	Draft - Prep for P Comment

Core	114905 Administer day-end cashing up procedures	Level 3	8	Draft - Prep for P Comment
Core	114909 Administer and control the organisation's deposits and floats	Level 3	8	Draft - Prep for P Comment
Core	114911 Resolve customer queries / complaints	Level 3	8	Draft - Prep for P Comment
Elective	12751 Maintain and administer documents relating to client accounts	Level 2	5	Registered
Elective	114899 Maintain the customer's account	Level 2	5	Draft - Prep for P Comment
Elective	114902 Operate a computer in a Wholesale/Retail outlet	Level 2	6	Draft - Prep for P Comment
Elective	114904 Implement promotional instructions	Level 2	6	Draft - Prep for P Comment
Elective	114919 Offer a credit facility	Level 2	8	Draft - Prep for P Comment
Elective	9849 Maintain health, safety and security within the internal environment	Level 3	4	Registered
Elective	13419 Calculate the repayment ability and assess the credit risk of potential clients	Level 3	8	Registered
Elective	13931 Monitor and control the maintenance of office equipment	Level 3	4	Registered
Elective	114898 Minimise defaulting customer accounts	Level 3	5	Draft - Prep for P Comment
Elective	114901 Control customer repairs and credits	Level 3	8	Draft - Prep for P Comment
Elective	114907 Display merchandise visually in a Wholesale and Retail outlet	Level 3	15	Draft - Prep for P Comment
Fundamental	8968 Accommodate audience and context needs in oral communication	Level 3	5	Registered
Fundamental	8969 Interpret and use information from texts	Level 3	5	Registered
Fundamental	8970 Write texts for a range of communicative contexts	Level 3	5	Registered
Fundamental	9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	2	Registered
Fundamental	9011 Use mathematics to investigate and monitor the financial aspects of personal and business issues	Level 3	5	Registered
Fundamental	9012 Investigate life and work related problems using data and probabilities	Level 3	5	Registered
Fundamental	9013 Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4	Registered
Fundamental	9302 Access information in order to respond to client enquiries in a financial services environment	Level 3	2	Registered
Fundamental	9303 Communicate verbally with clients in a financial environment	Level 3	3	Registered



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

1

Perform cleaning functions within a Wholesale and Retail outlet

SAQA US ID	UNIT STANDARD TITLE		
114888	Perform cleaning functions within a Wholesale and Retail outlet		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 1	3

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify the store's requirements in respect of hygiene standards.

SPECIFIC OUTCOME 2

Maintain external housekeeping standards.

SPECIFIC OUTCOME 3

Maintain internal housekeeping standards.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

2

Administer deliveries

SAQA US ID	UNIT STANDARD TITLE		
114897	Administer deliveries		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	10

Specific Outcomes:**SPECIFIC OUTCOME 1**

Prepare stock for delivery.

SPECIFIC OUTCOME 2

Plan the delivery.

SPECIFIC OUTCOME 3

Load and secure goods.

SPECIFIC OUTCOME 4

Obtain proof of delivery/pick up.

SPECIFIC OUTCOME 5

Handle discrepancies in deliveries.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

3

Apply food safety practices in a wholesale and retail outlet

SAQA US ID	UNIT STANDARD TITLE		
114908	Apply food safety practices in a wholesale and retail outlet		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	7

Specific Outcomes:

SPECIFIC OUTCOME 1

Maintain clean and hygienic premises.

SPECIFIC OUTCOME 2

Implement safe food handling practices.

SPECIFIC OUTCOME 3

Prevent contamination and spoilage of food products.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

4

Count stock for a stock-take

SAQA US ID	UNIT STANDARD TITLE		
114891	Count stock for a stock-take		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	5

Specific Outcomes:**SPECIFIC OUTCOME 1**

Prepare for stock count.

SPECIFIC OUTCOME 2

Count stock.

SPECIFIC OUTCOME 3

Perform post stock count housekeeping functions.

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

5

Define the core concepts of the wholesale and retail environment

SAQA US ID	UNIT STANDARD TITLE		
114895	Define the core concepts of the wholesale and retail environment		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Segment the wholesale and retail sector.

SPECIFIC OUTCOME 2

Identify the store's target market.

SPECIFIC OUTCOME 3

Explain the flow of stock and sales through a wholesale/retail operation.

SPECIFIC OUTCOME 4

Demonstrate an understanding of the wholesale & retail business environment.

SPECIFIC OUTCOME 5

Demonstrate an understanding of the concept of shrinkage and losses within a Wholesale.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

6

Implement food-handling practices in wholesale and retail outlet

SAQA US ID	UNIT STANDARD TITLE		
114910	Implement food-handling practices in wholesale and retail outlet		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Implement temperature control processes.

SPECIFIC OUTCOME 2

Weigh and price food products.

SPECIFIC OUTCOME 3

Dispose of food products.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

7

Implement promotional instructions

SAQA US ID	UNIT STANDARD TITLE		
114904	Implement promotional instructions		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	6

Specific Outcomes:

SPECIFIC OUTCOME 1

Describe organisational promotional strategy.

SPECIFIC OUTCOME 2

Build, ticket and dismantle promotional displays.

SPECIFIC OUTCOME 3

Maintain promotional displays.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

8

Interact with customers

SAQA US ID	UNIT STANDARD TITLE		
114903	Interact with customers		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify the standards for customer service.

SPECIFIC OUTCOME 2

Present a positive image to customer.

SPECIFIC OUTCOME 3

Respond to customer enquiries in a positive manner.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

9

Maintain a safe and secure wholesale and retail environment

SAQA US ID	UNIT STANDARD TITLE		
114912	Maintain a safe and secure wholesale and retail environment		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Maintain a safe and secure work environment.

SPECIFIC OUTCOME 2

Understand the role and responsibilities in the event of an emergency situation.

SPECIFIC OUTCOME 3

Demonstrate an understanding of safety procedures within a wholesale and retail store.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

10

Maintain the customer's account

SAQA US ID	UNIT STANDARD TITLE		
114899	Maintain the customer's account		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	5

Specific Outcomes:**SPECIFIC OUTCOME 1**

Record transactions that impact on the customer's credit account.

SPECIFIC OUTCOME 2

Update and maintain the customer's personal information file.

SPECIFIC OUTCOME 3

Communicate the account status to the customer.

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

11

Mark merchandise and maintain displays

SAQA US ID	UNIT STANDARD TITLE		
114906	Mark merchandise and maintain displays		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Display merchandise given a display instruction.

SPECIFIC OUTCOME 2

Mark merchandise with labels, tickets and signage.

SPECIFIC OUTCOME 3

Maintain displays and layouts.

SPECIFIC OUTCOME 4

Maintain safety and housekeeping whilst marking and displaying merchandise.

SPECIFIC OUTCOME 5

Prevent shrinkage and losses whilst marking and displaying merchandise.

SPECIFIC OUTCOME 6

Maintain stock in the stockroom in order to enhance efficiency of the supply chain.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

12

Offer a credit facility

SAQA US ID	UNIT STANDARD TITLE		
114919	Offer a credit facility		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	8

Specific Outcomes:**SPECIFIC OUTCOME 1**

Promote the benefits of the credit facilities to the customer.

SPECIFIC OUTCOME 2

Offer a credit facility that meets the customer's needs.

SPECIFIC OUTCOME 3

Assist customer when completing the credit application form.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

13

Operate a computer in a Wholesale/Retail outlet

SAQA US ID	UNIT STANDARD TITLE		
114902	Operate a computer in a Wholesale/Retail outlet		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	6

Specific Outcomes:

SPECIFIC OUTCOME 1

The hardware components of a computer system are pointed out and their function explained.

SPECIFIC OUTCOME 2

Operate the store computer.

SPECIFIC OUTCOME 3

The store computer is maintained.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

14

Pack customer purchases at point of sales

SAQA US ID		UNIT STANDARD TITLE	
114893		Pack customer purchases at point of sales	
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	3

Specific Outcomes:

SPECIFIC OUTCOME 1

Explain factors impacting on the packing of customer purchases.

SPECIFIC OUTCOME 2

Explain the importance of packing customer parcels correctly.

SPECIFIC OUTCOME 3

Pack customer purchases.

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

15

Perform office functions in a wholesale and retail outlet

SAQA US ID	UNIT STANDARD TITLE		
114890	Perform office functions in a wholesale and retail outlet		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	4

Specific Outcomes:

SPECIFIC OUTCOME 1

File documentation.

SPECIFIC OUTCOME 2

Prepare mail for posting.

SPECIFIC OUTCOME 3

Use office equipment.

SPECIFIC OUTCOME 4

Maintain the office.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

16

Process payment at a Point of Sales (POS)

SAQA US ID	UNIT STANDARD TITLE		
114894	Process payment at a Point of Sales (POS)		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Perform start and end of day functions at POS.

SPECIFIC OUTCOME 2

Process payment at POS.

SPECIFIC OUTCOME 3

Minimise losses at a POS.

SPECIFIC OUTCOME 4

Replenish cash at a POS float.

SPECIFIC OUTCOME 5

Perform cash up.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

17

Record transactions

SAQA US ID	UNIT STANDARD TITLE		
114889	Record transactions		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 2	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare to record transactions at the point of sale and perform end of day procedures.

SPECIFIC OUTCOME 2

Record transactions.

SPECIFIC OUTCOME 3

Interact with customer when recording transactions.

SPECIFIC OUTCOME 4

Record transactions to prevent shrinkage and losses.

SPECIFIC OUTCOME 5

Maintain stock balances while recording transactions.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

18

Administer and control the organisation's deposits and floats

SAQA US ID	UNIT STANDARD TITLE		
114909	Administer and control the organisation's deposits and floats		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	8

Specific Outcomes:**SPECIFIC OUTCOME 1**

Secure cash for deposit purposes.

SPECIFIC OUTCOME 2

Prepare deposit for banking.

SPECIFIC OUTCOME 3

Deposit organisation's takings.

SPECIFIC OUTCOME 4

Replenish change according to organisation's requirements.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

19

Administer day-end cashing up procedures

SAQA US ID	UNIT STANDARD TITLE		
114905	Administer day-end cashing up procedures		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Count and record takings from POS.

SPECIFIC OUTCOME 2

Deal with POS variances.

SPECIFIC OUTCOME 3

Secure takings from a POS.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

20

Control customer repairs and credits

SAQA US ID	UNIT STANDARD TITLE		
114901	Control customer repairs and credits		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify the cause of dissatisfaction.

SPECIFIC OUTCOME 2

Recommend a course of action.

SPECIFIC OUTCOME 3

Interact with internal/external resources.

SPECIFIC OUTCOME 4

Finalise repair transaction.

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

21

Dispatch stock

SAQA US ID	UNIT STANDARD TITLE		
114892	Dispatch stock		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	10

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare stock for dispatch from a wholesale or retail outlet.

SPECIFIC OUTCOME 2

Prevent shrinkage and losses in the dispatching area.

SPECIFIC OUTCOME 3

Maintain stock balances in the dispatch area in order to enhance the efficiency of the supply chain.



Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

22

Display merchandise visually in a Wholesale and Retail outlet

SAQA US ID	UNIT STANDARD TITLE		
114907	Display merchandise visually in a Wholesale and Retail outlet		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	15

Specific Outcomes:**SPECIFIC OUTCOME 1**

Prepare to erect a visually merchandised display.

SPECIFIC OUTCOME 2

Display merchandise in a visually appealing manner .

SPECIFIC OUTCOME 3

Maintain visual displays.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

23

Minimise defaulting customer accounts

SAQA US ID	UNIT STANDARD TITLE		
114898	Minimise defaulting customer accounts		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	5

Specific Outcomes:

SPECIFIC OUTCOME 1

Contact a customer using information on the customer default listing.

SPECIFIC OUTCOME 2

Obtain payment commitment and minimise future risk.

SPECIFIC OUTCOME 3

Finalise administrative duties related to debtor follow up.



24

SAQA US ID	UNIT STANDARD TITLE		
114887	Prepare a vehicle for deliveries		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	8

Report on vehicle performance and completed trip.

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

25

Receive stock

SAQA US ID	UNIT STANDARD TITLE		
114896	Receive stock		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	12

Specific Outcomes:

SPECIFIC OUTCOME 1

Receive goods into the wholesale or retail outlet.

SPECIFIC OUTCOME 2

Prevent shrinkage and losses in the Receiving Area.

SPECIFIC OUTCOME 3

Maintain stock balances in Receiving Area in order to enhance the efficiency of the supply chain.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

26

Resolve customer queries / complaints

SAQA US ID	UNIT STANDARD TITLE		
114911	Resolve customer queries / complaints		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	8

Specific Outcomes:

SPECIFIC OUTCOME 1

Demonstrate an understanding of customer queries/complaints.

SPECIFIC OUTCOME 2

Resolve Customer queries/complaints.

SPECIFIC OUTCOME 3

Interact with internal/external resources.

SPECIFIC OUTCOME 4

Authorise escalated transactions.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

27

Sell products to customers in a Wholesale and Retail outlet

SAQA US ID	UNIT STANDARD TITLE		
114900	Sell products to customers in a Wholesale and Retail outlet		
SGB NAME		ABET BAND	PROVIDER NAME
SGB Retail and Wholesale		Undefined	
FIELD DESCRIPTION		SUBFIELD DESCRIPTION	
Services		Wholesale and Retail	
UNIT STANDARD CODE	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
SRV-WHR-0-SGB R&W	Regular	Level 3	12

Specific Outcomes:

SPECIFIC OUTCOME 1

Establish the customer's need.

SPECIFIC OUTCOME 2

Offer products to customer.

SPECIFIC OUTCOME 3

Overcome customer objections.

SPECIFIC OUTCOME 4

Close the sale.