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Established in terms of Act 58 of 1995

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 16 January 2005**. 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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EDDIE BROWN

ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Wholesale and Retail Distribution

SAQA QUAL ID	QUALIFICATION TITLE	
49280	National Certificate: Wholesale and Retail Distribution	
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
120	Level 2	Regular-Unit Stds Based
SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE

PURPOSE OF THE QUALIFICATION

The purpose of this Certificate is to equip learners to understand and acquaint themselves with the underlying principles of all of the major areas related to distribution within the Wholesale & Retail sector, thus enabling them to become more effective employees. The Certificate further aims to provide career paths 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 the Wholesale and Retail 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 further learning in the Further Education and Training Band.

The Certificate in Wholesale and Retail Distribution, NQF Level 2, is designed to meet the needs of the learners who are already employed and involved in Wholesale, Distribution or Mail Order Retail within the Wholesale and Retail field. Additionally, however, it may also allow access to, and meet the needs and aspirations of the youth and unemployed who wish to pursue a career in these areas, 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. As this Certificate may form part of a learning pathway it may allow mobility to persons operating at any level in the field.

This Certificate provides learners with a grounding in all areas of Distribution. This may enable them not only to increase their productivity within the Wholesale and Retail Sector but also to apply their learning in various other business environments.

Rationale

This qualification reflects some of the needs of the Wholesale and Retail sector both now and in the future as it developed following much discussion with Wholesalers, Distribution Centres and Mail Order Houses. There is presently no Qualification available for employees at Level 2 in all three areas of the sector and there is great synergy between the needs of the three areas. As a result, based on specific needs expressed, the Certificate in Wholesale and Retail Distribution was developed. The impact of this certificate on society and the economy is reflected in the multiple job roles and careers within three distinct arenas that can stem from the qualification.

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

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

Learners accessing this qualification will have demonstrated competence in relevant communication and mathematical literacy at NQF Level 1.

Recognition of Prior Learning (RPL)

This Qualification can be achieved wholly or in part through the Recognition of Prior Learning. 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.

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and may 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 may 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 120 credits is required to complete the Qualification.

In this Qualification the credits are allocated as follows :

Fundamental: 36 credits (30 %)

Core: 39 credits (33 %)

Elective: **045** credits (37 %)

The spread of Unit Standard credits across NQF levels in Fundamental, Core and Elective Components:

Fundamental

> Level 2: 36 credits

Core

> Level 2: 39 credits

Elective

> Level 2: 122 credits

> Level 3: **84** credits

Any other registered Unit Standard that is applicable to the learning required, may be approved by the appropriate ETQA as an elective within this Qualification, provided permission is obtained prior to offering the elective component.

EXIT LEVEL OUTCOMES

1. Communicate both verbally and in writing.
2. Understand and apply mathematics.
3. Perform stock related functions.
4. Define the core concepts of the **W & R** environment.

Elective exit level outcomes

5. Maintain a safe and secure Wholesale and Retail environment.
6. Implement Point of Sale transactions and procedures.
7. Offer and maintain a credit facility and customer accounts.
8. Perform general administrative and office functions.
9. Pack and handle food and non-food items.
10. Deal with customers.
11. Apply in and out bound call centre operations within a commercial environment.

12. Plan self development.

The spread of Critical Cross-field Outcomes across the Unit Standards that are classified as Core for the purpose of this Qualification :

Count stock for a stock-take:

- > Team work
- > Organisation
- > Information
- > Communication
- > Related systems

Move, pack and maintain stock:

- > Team work
- > Organisation
- > Information
- > Communication
- > Technology
- > Related systems

Pick stock:

- > Solve problems
- > Organisation
- > Information
- > Communication
- > Technology
- > Related systems

Maintain a safe and secure environment:

- > Solve problems
- > Team work
- > Information
- > Communication
- > Related systems

Define the core concepts of the W&R environment:

- > Solve problems
- > Organisation
- > Information
- > Related systems

ASSOCIATED ASSESSMENT CRITERIA

1.

- > Texts are read and responded to
- > Main ideas in literary texts are identified and interpreted
- > A variety of speaking and listening strategies, accommodating socio-cultural sensitivities, are used to maintain communication
- > Information is organised and presented in a focused and coherent manner
- > A specific audience and purpose is written for by adapting language to suit the context

2.

- > Rational and irrational numbers and number systems are understood and applied in terms of basic business calculations
- > Basic calculations are made using a range of techniques and electronic equipment
- > Scientific notation is understood and used
- > The legal requirements associated with Wholesale and Retail calculations are recognised
- > Problems are solved by using a range of patterns and mathematical functions
- > 3- Dimensional shapes are used to measure and calculate physical quantities
- > Probability and statistical concepts are understood and used in problem solving and decision making

3.

- > Stock is received into the wholesale or retail outlet ensuring that stock balances are maintained
- > Stock is safely delivered to customers

- > Legal requirement and organisation policies and procedures for transporting goods are applied
 - > Administrative functions related to stock receipt and delivery are performed
 - > Stock is packed in appropriately selected areas
 - > Instructions to pick stock are interpreted and stock is picked accordingly
 - > Stock is picked, packed and moved in such a way as to minimize damages
 - > The financial impact of stock on the business is explained
 - > Stock flow through the DC/Warehouse is explained
 - > The recording of stock movement on the stock management system is explained and the system is accessed and stock movement recorded/interpreted according to organisational procedures
 - > Stock takes are performed
 - > Discrepancies between actual stock and stock reports are solved
- 4.
- > An understanding of the wholesale & retail business environment is demonstrated
 - > The relationship between various categories and sub-sectors within the Wholesale and Retail environment is identified
 - > The relationship between various operational departments in a Wholesale and Retail store is identified
 - > The store's target market is identified
 - > The flow of stock and sales through a wholesale/retail operation is explained
- 5.
- > Legislation regarding Occupational Health and Safety is understood and applicable safety procedures in workplace are described
 - > Appropriate action can be taken with regards to hazards and emergency situations
 - > Internal and external housekeeping standards are maintained
- 6.
- > Point of sales functions are performed efficiently according to administration and security procedures
 - > Point of sales transactions are recorded accurately and end of day procedures are effected
 - > The organisation's deposits and floats are administered and controlled
 - > Day-end cashing up procedures are completed
- 7.
- > 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
 - > Credit membership benefits are explained and promoted.
 - > Legal implications and terms of conditions pertaining to selected credit options are explained
 - > Administrative functions related to the customer's account are performed
- 8.
- > Documentation is filed
 - > General office equipment is used
 - > Time and work processes are managed
 - > The office area is maintained according to organisational standards
 - > Knowledge of how to behave in a business environment and an understanding of basic business ethics is demonstrated
 - > A computer is operated
- 9.
- > Customer purchases are packed in accordance with organisational policy
 - > Food products are handled, stored and disposed of in accordance with company procedures
 - > Contamination and spoilage of food products is prevented by maintaining clean and hygienic premises and implement safe food handling practices
- 10.
- > Products and services are sold to customers
 - > Customer queries / complaints are resolved
 - > Customer service and satisfaction levels are maintained
- 11.
- > Calls from customers are retrieved timeously and according to company specific procedures and methodologies

- > Subject information from customers is recorded and inputted in accordance with specific organisational requirements
- > Follow up procedures are conducted consistently and are consistent with customer requirements
- > Calls are placed to customers as defined in work place instructions
- > Information from customers is recorded correctly and according to organisational policies and procedures
- > Customer queries are responded to according to company specific timeframes
- > Tele-sales transactions are handled according to organisational and customers' requirements

12.

- > Opportunities for advancement within the organisation are explained
- > Own development is planned by identifying people, sources and training programs that can help obtain knowledge and experience both within and external to the organisation

Integrated Assessment

Integrated assessment at this level may 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 may 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.

INTERNATIONAL COMPARABILITY

This Qualification has been benchmarked against international practice in Wholesale and Retail. The following list of qualifications relate to the National Certificate : Retail Shopfloor Practices.

- > National Certificate in Distribution (NC 0990) - New Zealand
- > Scottish Vocational Qualification in Distribution, Warehousing and Storage Operations (G6PG) - Scotland
- > certificate II in Transport and Distribution (Warehousing) (TDT 20197) - Australia

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

ARTICULATION OPTIONS

This Qualification may 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) at NQF Level 3
- > Certificate: Retailing (ID 22956) at NQF Level 3
- > National Certificate: Contact Centre Support (ID 21793) at NQF Level 3

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

- > Certificate: Accommodation Operations and Services (ID 22915) at NQF Level 2
- > Certificate: Reception Operations and Services (ID 22914) at NQF Level 2

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 may 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.

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)

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

Unit Standard Titles at NQF Level 2

- > Move, pack and maintain stock
- > Pick stock
- > Complete Basic Business Calculations
- > Maintain a safe and secure environment in a Distribution Centre
- > Plan self development

Unit Standard Titles at NQF Level 3

- > Maintain stock balances
- > Receive stock in a Distribution Centre / Warehouse
- > Dispatch stock from a Distribution Centre

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	114891 Count stock for a stock-take	Level 2	5	Recommended
core	114895 Define the core concepts of the wholesale and retail environment	Level 2	10	Recommended
Core	117898 Move, pack and maintain stock in a distribution centre/warehouse	Level 2	12	Draft - Prep for P Comment
core	117899 Pick stock in a distribution centre/warehouse	Level 2	12	Draft - Prep for P Comment

Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	Level2	8	Registered
Elective	14342	Manage time and work processes within a business environment	Level2	4	Registered
Elective	14359	Behave in a professional manner in a business environment	Level2	5	Registered
Elective	114889	Record transactions	Level2	8	Recommended
Elective	114890	Perform office functions in a wholesale and retail outlet	Level2	4	Recommended.
Elective	114893	Pack customer purchases at point of sales	Level2	3	Recommended
Elective	114894	Process payment at a Point of Sales (POS)	Level2	10	Recommended
Elective	114897	Administer deliveries	Level2	10	Recommended
Elective	114899	Maintain the customer's account	Level2	5	Recommended
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level2	6	Recommended
Elective	114908	Apply food safety practices in a wholesale and retail outlet	Level2	7	Recommended
Elective	114910	Implement food-handling practices in wholesale and retail outlet	Level2	8	Recommended
Elective	114912	Maintain a safe and secure wholesale and retail environment	Level2	10	Recommended
Elective	114919	Offer a credit facility	Level2	8	Recommended
Elective	117887	Complete basic business calculations	Level2	5	Draft - Prep for P Comment
Elective	117892	Maintain a safe and secure environment in a distribution centre	Level2	12	Draft - Prep for P Comment
Elective	117900	Plan self development	Level2	10	Draft - Prep for P Comment
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level3	8	Registered
Elective	114898	Minimise defaulting customer accounts	Level3	5	Recommended
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	Level3	12	Recommended
Elective	114905	Administer day-end cashing up procedures	Level3	8	Recommended
Elective	114909	Administer and control the organisation's deposits and floats	Level3	8	Recommended
Elective	114911	Resolve customer queries / complaints	Level3	8	Recommended
Elective	117891	Despatch stock from a distribution centre	Level3	12	Draft - Prep for P Comment
Elective	117897	Maintain stock balances in a distribution centre	Level3	8	Draft - Prep for P Comment
Elective	117901	Receive stock in a DC/Warehouse	Level3	15	Draft - Prep for P Comment
Fundamental	7467	Collect and use data to establish basic statistical and probability models and solve related problems	Level2	5	Reregistered
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level2	3	Reregistered
Fundamental	8962	Maintain and adapt oral communication	Level2	5	Reregistered
Fundamental	8963	Access and use information from texts	Level2	5	Reregistered
Fundamental	8964	Write for a defined context	Level2	5	Reregistered
Fundamental	8967	Use language and communication in occupational learning programmes	Level2	5	Reregistered
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level2	5	Reregistered
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level2	3	Reregistered



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UNIT STANDARD:

1

Complete basic business calculations

SAQA US ID	UNIT STANDARD TITLE		
7887	Complete basic business calculations		
SGB NAME	ABET BAND	PROVIDER NAME	
SGB Retail and Wholesale	tundefined		
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

Complete a basic income statement.

SPECIFIC OUTCOME 2

Identify expense requiring improvement.

SPECIFIC OUTCOME 3

Identify ways to reduce shrinkage.



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UNIT STANDARD:

2

Maintain a safe and secure environment in a distribution centre

SAQA US ID	UNIT STANDARD TITLE		
117892	Maintain a safe and secure environment in a distribution centre		
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	12

Specific Outcomes:**SPECIFIC OUTCOME 1**

Understand procedures and legislation for a safe and secure work environment.

SPECIFIC OUTCOME 2

Explain roles and responsibilities in the event of an emergency situation in a distribution centre environment.

SPECIFIC OUTCOME 3

Demonstrate an understanding of safety procedures within a DC.

SPECIFIC OUTCOME 4

Use equipment and machinery in a DC.



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UNIT STANDARD:

3

Move, pack and maintain stock in a distribution centre/warehouse

SAQA US ID	UNIT STANDARD TITLE		
117898	Move, pack and maintain stock in a distribution centre/warehouse		
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	12

Specific Outcomes:

SPECIFIC OUTCOME 1

Identify appropriate areas for packing stock.

SPECIFIC OUTCOME 2

Move stock to and pack stock in identified location.

SPECIFIC OUTCOME 3

Prevent shrinkage and losses while moving, packing and maintaining stock.

SPECIFIC OUTCOME 4

Maintain stock in the DC.



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UNIT STANDARD:

4

Pick stock in a distribution centre/warehouse

SAQA US ID	UNIT STANDARD TITLE		
117899	Pick stock in a distribution centre/warehouse		
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	12

Specific Outcomes:**SPECIFIC OUTCOME 1**

Interpret instructions to pick stock.

SPECIFIC OUTCOME 2

Pick stock.

SPECIFIC OUTCOME 3

Stock is moved to load points.

SPECIFIC OUTCOME 4

Prevent shrinkage and losses while picking stock.



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UNIT STANDARD:

5

Plan self development

SAQA US ID	UNIT STANDARD TITLE		
117900	Plan self development		
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-\$GB R&W	Regular	Level 2	10

Specific Outcomes:**SPECIFIC OUTCOME 1**

Explain opportunities for advancement within the organisation.

SPECIFIC OUTCOME 2

Plan own development.

SPECIFIC OUTCOME 3

Explain how the NQF can help with one's growth.



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UNIT STANDARD:

6

Despatch stock from a distribution centre

SAQA US ID	UNIT STANDARD TITLE		
117891	Despatch stock from a distribution centre		
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 R8W	Regular	Level 3	12

Specific Outcomes:**SPECIFIC OUTCOME 1**

Plan the most cost effective route/s to deliver products.

SPECIFIC OUTCOME 2

Prepare goods for despatch.

SPECIFIC OUTCOME 3

Load delivery vehicles.

SPECIFIC OUTCOME 4

Prevent shrinkage and losses in the Despatching Area.

SPECIFIC OUTCOME 5

Maintain the efficiency of the supply chain.



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UNIT STANDARD:

7

Maintain stock balances in a distribution centre

SAQA US ID	UNIT STANDARD TITLE		
117897	Maintain stock balances in a distribution centre		
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

Explain the financial impact of stock on the business.

SPECIFIC OUTCOME 2

Explain stock flow through the Distribution Centre/Warehouse are explained.

SPECIFIC OUTCOME 3

Interpret information on the stock management system.

SPECIFIC OUTCOME 4

Solve discrepancies between actual stock and stock reports.

SPECIFIC OUTCOME 5

Initiate and control stock counts.



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UNIT STANDARD:

8

Receive stock in a DC/Warehouse

SAQA US ID	UNIT STANDARD TITLE		
117901	Receive stock in a DC/Warehouse		
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	(Level3	15

Specific Outcomes:**SPECIFIC OUTCOME 1**

Receive goods into the DC.

SPECIFIC OUTCOME 2

Prevent shrinkage and losses in the Receiving Area.

SPECIFIC OUTCOME 3Update DC stock balances in order to enhance the efficiency of the **supply** chain.