



# Government Gazette

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**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**

## GOVERNMENT NOTICES

## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 123

11 February 2005



## 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](http://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 73 March 2005**. All correspondence should be marked **Standards Setting – SGB for Wholesale and Retail** and addressed to

The Director: Standards Setting and Development  
SAQA  
Attention: **Mr. D Mphuthing**  
Postnet Suite 248  
Private Bag **X06**  
Waterkloof  
0145  
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e-mail: [dmphuthing@saga.co.za](mailto:dmphuthing@saga.co.za)

  
**DUGMORE MPHUTHING**  
ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### QUALIFICATION:

#### *National Certificate: Wholesale and Retail Management*

SAQA QUAL ID		QUALIFICATION TITLE	
49446		National Certificate: Wholesale and Retail Management	
SGB NAME		NSB 11	PROVIDER NAME
SGB Retail and Wholesale		Services	
QUAL TYPE		FIELD	SUBFIELD
National Certificate		Services	Wholesale and Retail
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
Undefined	126	Level 5	Regular-Unit Stds Based

#### **PURPOSE AND RATIONALE OF THE QUALIFICATION**

This qualification is a step in a learning pathway that underpins a career in the Wholesale and Retail arena, and helps the progression for a career path within an organisation. This qualification is rooted in actual practice and the learner is expected to be part of a public or private organisation and/or company operating in the area. It was designed specifically to meet the needs of the major chain stores who require store managers but maintain quite a lot of control from their Head Offices and constitutes the final step in the required learning for what is known as "Trainee Managers" in the industry.

As a result, the Certificate in Wholesale and Retail Management, NQF Level 5, is designed to meet the needs of the learners who are already employed and involved in the Wholesale and Retail field. Learners with a qualification at NQF level 4, including through RPL, who wish to enter this area, or in fields where this learning may be useful may be allowed access to this certificate. Additionally the Qualification may assist in creating employment opportunities as individuals who enter the industry without any experience can be taken onto a learnership / trainee programme, which may fast track them through the organisation, culminating in this qualification to become managers.

The Certificate will form part of a learning pathway that currently stretches from NQF Levels 2 to 5 Diploma. This pathway will currently culminate in a Diploma at NQF Level 5.

Specifically, the purpose of this Certificate qualification is to equip learners to understand and acquaint themselves with the principles of people management within the Wholesale & Retail sector. The Certificate further aims to build capacity and improve skills at management level in the Wholesale and Retail sector thus ensuring the development of competence and increased service delivery in this field.

The qualification provides learners with greater competence in people management within the Wholesale and Retail Sector.

#### Rationale for the Qualification

South Africa has a well-developed and extensive Wholesale & Retail industry, which is spread nationally.

All those individuals who aspire to pursuing a career at management level in the Wholesale and Retail Sector may benefit from this Qualification.

The development of competence in this field may lead to world-class service delivery and company longevity. Application of the learning achieved in completing this qualification may also assist persons to

enter other industries where they may be able to apply their learnt management skills in a different context.

This qualification reflects the needs of the Wholesale and Retail Sector both now and in the future. It gives accessibility and flexibility to learners employed at the appropriate level desiring learning and growth opportunities, especially those individuals wishing to enter the management level.

The added value of the skills, knowledge and understanding developed by the Certificate may be evidenced by 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.

#### 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
Core	10377 Demonstrate knowledge and insight into the Compensation for Occupational Injury and Disease Act 130 of 1993 (COIDA)	Level 4	2
core	13951 Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	4
core	15220 Set monitor and measure the achievement of goals and objectives for a team, department or division within an organisation	Level 5	4
core	119144 Supervise customer service standards	Level 5	8
Core	119145 Manage and control stock levels	Level 5	10
core	119147 Manage cash handling in a wholesale/retail outlet	Level 5	8
Core	119151 Manage shrinkage and losses	Level 5	8
core	119154 Manage the Operations	Level 5	20
Core	119160 Control merchandising and layouts	Level 5	12
Elective	10388 Interpret basic financial statements	Level 4	3
Elective	10980 Induct a new employee	Level 4	6
Elective	11473 Manage individual and team performance	Level 4	8
Elective	12164 Demonstrate knowledge and insight of the Financial Advisory and Intermediary Services Act (FAIS) (Act 37 of 2002)	Level 4	2
Elective	12544 Facilitate the preparation and presentation of evidence for assessment	Level 4	4
Elective	13941 Apply the budget function in a business unit	Level 4	5
Elective	12140 Recruit and select candidates to fill defined positions	Level 5	9
Elective	12433 Use communication techniques effectively	Level 5	8
Elective	15223 Implement training needs for teams and individuals to upgrade skills levels	Level 5	3
Elective	15230 Monitor team members and measure effectiveness of performance	Level 5	4
Elective	15233 Harness diversity and build on strengths of a diverse working environment	Level 5	3
Elective	114226 Interpret and manage conflicts within the workplace	Level 5	8
Elective	115753 Conduct outcomes-based assessment	Level 5	15
Elective	117874 Guide learners about their learning, assessment and recognition opportunities	Level 5	6
Elective	119143 Identify areas of productivity improvement in a wholesale or retail outlet	Level 5	5
Elective	119149 Managing cold chain process in food stores	Level 5	12
Elective	119161 Initiate and plan promotions	Level 5	16
Elective	10985 Conduct a disciplinary hearing	Level 6	5
Fundamental	14525 Present an informed argument on a current issue in a business sector	Level 5	5
Fundamental	114274 Demonstrate and apply an understanding of the Basic Conditions of Employment Act (Act 75 of 1997)	Level 5	8



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

#### Receive and store raw materials

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
119044	Receive and store raw materials		
<b>SGB NAME</b>		<b>NSB 06</b>	<b>PROVIDER NAME</b>
SGB Manufacturing and Assembly Processes		Manufacturing, Engineering and Technology	
<b>UNIT STANDARD TYPE</b>	<b>FIELD DESCRIPTION</b>		<b>SUBFIELD DESCRIPTION</b>
Regular	Manufacturing, Engineering and Technology		Manufacturing and Assembly
<b>ABET BAND</b>	<b>CREDITS</b>	<b>NQF LEVEL</b>	<b>UNIT STANDARD TYPE</b>
Undefined	12	Level 2	Regular

#### **SPECIFIC OUTCOME 1**

Plan and prepare for activity.

#### **SPECIFIC OUTCOME 2**

Receive, verify and store raw materials.

#### **SPECIFIC OUTCOME 3**

Recognise and report problems, changes and/or malfunctions.

#### **SPECIFIC OUTCOME 4**

Work safely with due care for self, fellow workers, equipment, materials and the environment.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

#### Select and load material for input

SAQA US ID	UNIT STANDARD TITLE		
119047	Select and load material for input		
SGB NAME	NSB 06	PROVIDER NAME	
SGB Manufacturing and Assembly Processes	Manufacturing, Engineering and Technology		
UNIT STANDARD TYPE	FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Manufacturing, Engineering and Technology	Manufacturing and Assembly	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	12	Level 2	Regular

#### **SPECIFIC OUTCOME 1**

Plan and prepare for activity.

#### **SPECIFIC OUTCOME 2**

Organise, inspect and prepare mechanical aids, handling equipment, tools, consumables and the work area.

#### **SPECIFIC OUTCOME 3**

Identify and report defects and hazardous conditions.

#### **SPECIFIC OUTCOME 4**

Check, transfer, load and lay out material for input.

#### **SPECIFIC OUTCOME 5**

Dispose of scrap material and segregate recyclable material.

#### **SPECIFIC OUTCOME 6**

Identify defects, non-conformances and hazardous conditions and take corrective action.

#### **SPECIFIC OUTCOME 7**

Work safely with due care for self, fellow workers, equipment, materials and the environment.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

#### Finish tube and pipe products

SAQA US ID	UNIT STANDARD TITLE		
119048	Finish tube and pipe products		
SGB NAME	NSB 06	PROVIDER NAME	
SGB Manufacturing and Assembly Processes	Manufacturing, Engineering and Technology		
UNIT STANDARD TYPE	FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Manufacturing, Engineering and Technology	Manufacturing and Assembly	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	20	Level 3	Regular

#### **SPECIFIC OUTCOME 1**

Plan and prepare for process.

#### **SPECIFIC OUTCOME 2**

Inspect and prepare tools, equipment, consumables and the work area.

#### **SPECIFIC OUTCOME 3**

Identify, inspect for wear and damage, install and set up tooling.

#### **SPECIFIC OUTCOME 4**

Finish tube and pipe product.

#### **SPECIFIC OUTCOME 5**

Identify non-conformances and take corrective action.

#### **SPECIFIC OUTCOME 6**

Execute changeover process.

#### **SPECIFIC OUTCOME 7**

**Work** safely with due care for self, fellow workers, equipment, materials and the environment.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

#### Set up process for tube and pipe production

SAQA US ID	UNIT STANDARD TITLE		
119053	Set up process for tube and pipe production		
SGB NAME	NSB 06	PROVIDER NAME	
SGB Manufacturing and Assembly Processes	Manufacturing, Engineering and Technology		
UNIT STANDARD TYPE	FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Manufacturing, Engineering and Technology	Manufacturing and Assembly	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	30	Level 3	Regular

#### **SPECIFIC OUTCOME 1**

Plan and prepare for activity.

#### **SPECIFIC OUTCOME 2**

Organise, inspect and prepare handling and measuring equipment, tools, consumables and the work area.

#### **SPECIFIC OUTCOME 3**

Set up, inspect and install tooling.

#### **SPECIFIC OUTCOME 4**

Start and test operational functioning of auxiliary systems and equipment.

#### **SPECIFIC OUTCOME 5**

Set equipment operational parameters, produce first off product and inspect against specification.

#### **SPECIFIC OUTCOME 6**

Identify defects, non-conformances and hazardous conditions and take corrective action.

#### **SPECIFIC OUTCOME 7**

Work safely with due care for self, fellow workers, equipment, materials and the environment.





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

#### Perform tube and pipe product tests and interpret results

SAQA US ID	UNIT STANDARD TITLE		
119054	Perform tube and pipe product tests and interpret results		
SGB NAME	NSB 06	PROVIDER NAME	
SGB Manufacturing and Assembly Processes	Manufacturing, Engineering and Technology		
UNIT STANDARD TYPE	FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Manufacturing, Engineering and Technology	Manufacturing and Assembly	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	4	Level 4	Regular

#### **SPECIFIC OUTCOME 1**

Plan and prepare for activity.

#### **SPECIFIC OUTCOME 2**

Identify, select, mark and process product samples.

#### **SPECIFIC OUTCOME 3**

Perform on-plant product tests and interpret test results.

#### **SPECIFIC OUTCOME 4**

Demonstrate understanding of laboratory product tests/testing processes.

#### **SPECIFIC OUTCOME 5**

Identify defects, non-conformances and hazardous conditions and take corrective action.

#### **SPECIFIC OUTCOME 6**

Work safely with due care for self, fellow workers, equipment, materials and the environment.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

Prepare material chemically for input

SAQA US ID		UNIT STANDARD TITLE	
119051		Prepare material chemically for input	
SGB NAME		NSB 06	PROVIDER NAME
SGB Manufacturing and Assembly Processes		Manufacturing, Engineering and Technology	
UNIT STANDARD TYPE		FIELD DESCRIPTION	SUBFIELD DESCRIPTION
Regular		Manufacturing, Engineering and Technology	Manufacturing and Assembly
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	10	Level 4	Regular

#### **SPECIFIC OUTCOME 1**

Plan the process.

#### **SPECIFIC OUTCOME 2**

Select and check availability of consumables, materials, tools and equipment necessary for process.

#### **SPECIFIC OUTCOME 3**

Prepare and chemically treat input material.

#### **SPECIFIC OUTCOME 4**

Analyse process chemicals, determine and affect required adjustments.

#### **SPECIFIC OUTCOME 5**

Identify defects, non-conformances and hazardous conditions and take corrective action.

#### **SPECIFIC OUTCOME 6**

Work safely with due care for self, fellow workers, equipment, materials and the environment.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

#### Produce cold-formed tube and pipe

SAQA US ID	UNIT STANDARD TITLE		
119052	Produce cold-formed tube and pipe		
SGB NAME	NSB 06	PROVIDER NAME	
SGB Manufacturing and Assembly Processes	Manufacturing, Engineering and Technology		
UNIT STANDARD TYPE	FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Manufacturing, Engineering and Technology	Manufacturing and Assembly	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	50	Level 4	Regular

#### **SPECIFIC OUTCOME 1**

Plan the manufacturing process.

#### **SPECIFIC OUTCOME 2**

Draw cold-formed product.

#### **SPECIFIC OUTCOME 3**

Identify defects, non-conformances and hazardous conditions and take corrective action.

#### **SPECIFIC OUTCOME 4**

Execute changeover process.

#### **SPECIFIC OUTCOME 5**

Work safely with due care for self, fellow workers, equipment, materials and the environment.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

#### Produce seamless hot-finished tube and pipe

SAQA US ID	UNIT STANDARD TITLE		
119055	Produce seamless hot-finished tube and pipe		
SGB NAME		NSB 06	PROVIDER NAME
SGB Manufacturing and Assembly Processes		Manufacturing, Engineering and Technology	
UNIT STANDARD TYPE	FIELD DESCRIPTION		SUBFIELD DESCRIPTION
Regular	Manufacturing, Engineering and Technology		Manufacturing and Assembly
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	60	Level 4	Regular

#### **SPECIFIC OUTCOME 1**

Plan the manufacturing process.

#### **SPECIFIC OUTCOME 2**

Roll hot-finished product.

#### **SPECIFIC OUTCOME 3**

Identify defects, non-conformances and hazardous conditions and take corrective action.

#### **SPECIFIC OUTCOME 4**

Execute changeover process.

#### **SPECIFIC OUTCOME 5**

Work safely with due care for self, fellow workers, equipment, materials and the environment.



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### UNIT STANDARD:

Produce welded tube and pipe

SAQA US ID	UNIT STANDARD TITLE		
119058	Produce welded tube and pipe		
SGB NAME	NSB 06	PROVIDER NAME	
SGB Manufacturing and Assembly Processes	Manufacturing, Engineering and Technology		
UNIT STANDARD TYPE	FIELD DESCRIPTION	SUBFIELD DESCRIPTION	
Regular	Manufacturing, Engineering and Technology	Manufacturing and Assembly	
ABET BAND	CREDITS	NQF LEVEL	UNIT STANDARD TYPE
Undefined	60	level 4	Regular

**SPECIFIC OUTCOME 1**

Plan the manufacturing process.

**SPECIFIC OUTCOME 2**

Form product.

**SPECIFIC OUTCOME 3**

Weld product.

**SPECIFIC OUTCOME 4**

Identify defects, non-conformances and hazardous conditions and take corrective action.

**SPECIFIC OUTCOME 5**

Execute changeover process.

**SPECIFIC OUTCOME 6**

Work safely with due care for self, fellow workers, equipment, materials and the environment.