

No. 172

2 March 2007

**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

Retail and Wholesale

registered by Organising Field **11**, Services, publishes the following qualification 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. The full qualification and unit standards can be accessed via the **SAQA** web-site at www.saq.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, **1067** Arcadia Street, Hatfield, Pretoria.

Comment on the qualification and unit standards should reach SAQA at the address below and **no later 30 March 2007**. All correspondence should be marked **Standards Setting – Retail and Wholesale** addressed to

The Director: Standards Setting and Development

SAQA
Attention: Mr. D. Mphuthing
Postnet Suite **248**
Private Bag **X06**
Waterkloof
0145
or faxed to **012 – 431-5144**
e-mail: dmphuthing@saqa.org.za

DR. S. BHIKHA
DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

SAQA QUAL ID		QUALIFICATION TITLE	
58206		National Certificate: Wholesale and Retail Operations	
SGB		PROVIDER	
SGB Retail and Wholesale			
ETQA			
QUALIFICATION TYPE		FIELD	SUBFIELD
National Certificate		11 - Services	Wholesale and Retail
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUALCLASS
			Based
REGISTRATION STATUS	SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Draft - Prep for P Comment			

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

The National Certificate: Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will to access opportunities for further development and training in the specialised areas of Wholesale and Retail such as:

- o Operations.
- Administration.
- o Merchandising.
- Stock control.
- o Customer service.
- o Visual display merchandising.
- Help desk operations.

After successful completion of this qualifications learners will be able to:

- o Understand the sector in which they work.
- o Provide customers with a high level of service.
- o Operate effectively and efficiently in their area of specialisation.

This qualification has been developed to allow people within the industry to advance in an area of specialisation or to move into other areas of specialisation in the sector.

Rationale:

The Wholesale and Retail environment buys and sells a wide range of products and stock form manufacturersto the end user / consumer. Throughout this process a number of people perform a variety of functions. These functions can vary according to the size and type of organisation.

Each of these functions may in its own right lead to a whole career in the industry. These functions include:

- Help Desk operating.
- Sales staff.
- Merchandising.
- Warehousing.
- Wholesaling.
- Buying/purchasing.
- Administration.
- Credit management.
- Management.

Industry is characterised by a wide variety of organisations from very small wholesale and retail operators to major national and international chain corporations. These include:

- Spaza/house shops.
- Independent stores.
- Chain stores.
- Small and Large wholesalers.
- Franchisers.
- Distribution Centres.
- Tele-marketing organisations.
- External contractors.

The industry is labour intensive and service driven. The sector requires specific skills and abilities in order to remain profitable thereby increasing growth and job opportunities. This qualification is aimed at individuals entering the sector for the first time, informal/ business owners as well as individuals working in entry level occupations in the sector.

This qualification is designed to provide the skills and abilities for people working in or looking for a career-path in Wholesale and Retailing:

- **SME** retailing.
- Help Desks.
- Chain stores.
- Merchandising.
- Wholesaling.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

It is assumed that learners accessing this qualification are competent in:

- Communication at NQF Level 1.
- Mathematical Literacy at NQF Level 1.

Recognition of Prior Learning (RPL):

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learner and Assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards. Recognition of Prior Learning will be done by means of an Integrated Assessment.

This Recognition of Prior Learning may allow for:

- Accelerated access to further learning at this or higher levels on the NQF.

- o Gaining of credits for Unit Standards in this Qualification.
- o Obtaining this Qualification in whole or in part.

All recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Access to the qualification:

There is open access to any learner who complies with the learning assumed to be in place or equivalent competencies. It is required that learners are able to arrange for assessment in either a Wholesale and Retail or simulated environment.

QUALIFICATION RULES

This qualification is made up of Fundamental, Core and Elective unit standards and a minimum of **120** Credits is required to complete the qualification.

- o Fundamental component:

All unit standards totalling **36** credits are compulsory.

- o Core component:

All unit standards totalling **23** credits are compulsory.

- o Elective component

Learners are required to:

- o Choose one area of specialisation for which all standards are compulsory.
- o Choose standards from the general elective component or any of the areas of specialisation to make up a total of **61** credits.

The following clusters for specialisation are included in the Qualification:

- o Chain store operations:

- o **114894**: Process payment at a Point of Sales, Level **2**, **10** Credits
- o **114889**: Record transactions. Level **2**, **8** Credits
- o **114906**: Mark merchandise and maintain displays. Level **2**, **10** Credits
- o **114891**: Count stock for a stock-take. Level **2**, **5** Credits
- o **114912**: Maintain a safe and secure Wholesale and Retail environment. Level **2**, **10** Credits

Total credits: **43**

- o SME operations:

- o **119674**: Manage finances for a new venture. Level **2**; **10** Credits
- o **243676**: Source and collect product for resale. Level **2**, **12** Credits
- o **114894**: Process payment at a Point of Sales, Level **2**, **10** Credits
- o **114891**: Count stock for a stock-take. Level **2**, **5** Credits
- o **114906**: Mark merchandise and maintain displays. Level **2**, **10** Credits

Total credits: **47**

- o External merchandising operations:

- o Recommend order for clients in a FMCG environment. Level **3**, **8** Credits
- o Identify the role of the FMCG Merchandiser in the Wholesale and Retail industry. Level **2**, **6** Credits

- o Uplift Stock for return. Level 3, 5 Credits
- o 114891: Count stock for a stock-take. Level 2, 5 Credits
- o 114906: Mark merchandise and maintain displays. Level 2, 10 Credits

Total credits: 36

● Wholesale operations:

- o 243670: Take orders in a Wholesale environment. Level 3, 12 Credits
- o 243712: Address customer queries in Wholesale environment. Level 3, 10 Credits
- o 117899: Pick stock in a Distribution Centre. Level 2, 12 Credits
- o 114891: Count stock for a stock-take. Level 2, 5 Credits
- o 114912: Maintain a safe and secure Wholesale and Retail environment. Level 2, 10 Credits

Total credits: 49

● Help desk operations:

- o 120190: Handle in-bound help desk calls. Level 2, 8 Credits
- o 120191: Handle out-bound help desk calls. Level 2, 8 Credits
- o 114911: Resolve customer queries / complaints. Level 3, 8 Credits
- o 10349: Input data received onto appropriate computer packages within a contact centre. Level 2, 12 Credits

Total credits: 36

● General elective unit standards:

The following general elective units standards are included in the Qualification:

- 10353: Meet performance standards within a contact centre, Level 2, 6 Credits
- 10354: Contribute to a diverse working environment in a contact centre, Level 2, 8 Credits
- 10358: Apply in bound call centre operations within a commercial environment, Level 2, 8 Credits
- 114887: Prepare a vehicle for deliveries, Level 2, 8 Credits
- 114890: Perform office functions in a Wholesale and Retail outlet, Level 2, 4 Credits
- 114892: Dispatch stock, Level 3, 10 Credits
- 114893: Pack customer purchases at point of sales, Level 2, 3 Credits
- 114896: Receive stock, Level 3, 12 Credits
- 114897: Administer deliveries, Level 2, 10 Credits
- 114898: Minimise defaulting customer accounts, Level 3, 5 Credits
- 114900: Sell products to customers in a W&R environment, Level 3, 12 Credits
- 114902: Operate a computer in a Wholesale and Retail outlet, Level 2, 6 Credits
- 114904: Implement promotional instructions, Level 2, 6 Credits
- 114908: Apply food safety practices in a wholesale and retail outlet, Level 2, 7 Credits
- 114910: Implement food handling practices in a wholesale and retail outlet, Level 2, 8 Credits
- 114919: Offer a credit facility, Level 2, 8 Credits
- 117900: Plan self-development, Level 2, 10 Credits
- 119666: Determine financial requirements of a new venture, Level 2, 8 Credits
- 13883: Apply out bound call centre operations within a commercial environment, Level 3, 8 Credits
- 13885: Provide information to customers in a contact centre, Level 2, 12 Credits
- 13932: Prepare and process documents for financial and banking processes, Level 3, 5 Credits
- 14342: Manage time and work processes within a business environment, Level 2, 4 Credits
- 14359: Behave in a professional manner in a business environment, Level 2, 5 Credits
- 243672: Maintain the stockroom, Level 2, 8 Credits

- o 243671: Deliver Stock to stores, Level 3, 10 Credits
- o 119960: Merchandise chillers & freezers in a retail store, Level 3, 3 Credits
- o Decide on granting credit to customers in a Wholesale and Retail environment, Level 3, 8 Credits

EXIT LEVEL OUTCOMES

1. Operate in the wholesale and retail environment.
2. Interact with customers.

Exit Level Outcomes for areas of specialisation in the qualification:

Depending of the area of specialisation selected, the qualifying learner will be able to:

3. Operate in a chain store environment.

Or

4. Operate in a SME retail environment.

Or

5. Perform external merchandising services.

Or

6. Operate in a wholesale environment.

Or

7. Operate a help-desk in a wholesale and retail environment.

ASSOCIATED ASSESSMENT CRITERIA

1.
 - o The Wholesale and Retail business environment is explained in terms of wholesale and retail sub-sectors.
 - o Operational requirements in the area of specialisation are identified, explained and executed according to operational requirements.
 - o Written and oral communication in the sector is correctly understood interpreted and applied.
 - o Oral and written communication is carried out so that the communication is understood by the relevant parties.
 - o Administration is completed, organised and maintained according to business requirements.
 - o Business calculations are understood and applied according to sector requirements.
2.
 - o The factors that impact on customer service are explained and demonstrated.
 - o Customer interaction is performed to ensure good customer relations and service.
 - o Communication skills are used effectively when interacting with customers.
3.
 - o Operational requirements in a Chain Store are identified and explained as they apply to a particular function(s).
 - o A safe and secure operational environment is maintained according to operational requirements.
 - Transactions and payments at point of sale are executed according to operational requirements.
 - o Merchandising and Stock are marked, displayed and maintained according to operational requirements.
 - Stock is handled according to operational requirements.
- 4.

- o Operational requirements in a **SME** retail environment are identified and explained as they apply to a particular function(s).
- o Business finances are managed and maintained to meet operational requirements.
- o Point of sale transactions are executed according to operational requirements.
- Merchandising and Stock are marked, displayed and maintained according to operational requirements.
- o Stock is handled according to operational requirements.

5.

- o The difference in the role and operational requirements in an internal and external merchandiser in the supply chain is explained in terms of offering a third party service.
- o Orders for clients are recommended according to operational processes and procedures.
- Stock for return is handled according to operational requirements.
- Stock is merchandised according to the requirements of all parties concerned.
- o Stock is handled according to operational requirements.

6.

- o Operational requirements in a Wholesale environment are identified and explained as they apply to a particular function(s).
- o A safe and secure operational environment is maintained according to wholesale operational requirements.
- Orders are taken, recorded and executed according to wholesale operational requirements.
- o Stock is handled according to wholesale operational requirements.
- Stock is picked and dispatched as per wholesale operational requirements.

7.

- The purpose of a Help Desk function is identified and explained in terms of its function in the organisation.
- o In-bound Help Desk calls are handled according to operational requirements.
- Out-bound Help Desk calls are handled according to operational requirements.
- o Data is maintained on a computerised system according to operational requirements.
- o Customer complaints and queries are handled and resolved in an effective and professional manner.

Integrated assessment:

Assessment practices must be open, transparent, fair, valid, and reliable and must ensure that no learner is disadvantaged in any way whatsoever. For this purpose, an integrated assessment approach is incorporated into the Qualification.

Learning, teaching and assessment are inextricably aligned. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated through the practical application of sales and services in a wholesale and retail environment.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic wholesale and retail sales and services contexts wherever possible.

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. Where it is not possible to assess the learner in the workplace or on-the-job, 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. During integrated assessments the assessor should make use of formative

and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all Specific Outcomes, Embedded Knowledge and Critical Cross-Field Outcomes are evaluated. The assessment of the Critical Cross-Field Outcomes should be integrated with the assessment of Specific Outcomes and Embedded Knowledge.

INTERNATIONAL COMPARABILITY

This qualification has been compared with similar qualifications in the following countries considered to be leaders in this field: United Kingdom (including Wales and Scotland), Australia and Singapore.

Comparisons were conducted via the United Kingdom's National Qualifications Framework for areas of Retail operations provided valuable comparison in terms of three qualifications:

- o Qualification 100/2878/X - Certificate in Retail Operations Level 2 (Scottish Framework)
- o Qualification WRR 30202 - Certificate in Retail Operations Level 3 (UK Framework)
- o Qualification WRR 20102 - Certificate in Retail Operations Level 2 (UK Framework)

It was noted that merchandising featured strongly in the above qualifications and was therefore included. The qualifications selected are all vocationally based as thus formed a good comparison base for the National Certificate: Wholesale and Retail Operations NQF Level 2.

The following competencies are incorporated in the WRR30202 (consisting of 9 units of which five are core and 4 elective) and WRR20102 (consisting of 14 units of which 10 core and 4 elective) and the 100.2878/X qualification (consisting of three mandatory units and two optional units of learning:

Retail operations L3 (WRR30202):

- o Maintain and order stock
- o Maintain store security
- o Apply store security systems and procedures
- o Build relationships with customers
- o Develop innovative ideas at work
- o Profile a retail market
- o Maintain store safety
- o Coordinate merchandising presentation
- o Monitor in-store visual merchandising display

Retail operations L2 (WRR20102):

- o Communication in the workplace
- o Point of sales handling procedures
- Terminal or register balancing (Point of Sale)
- Customer interaction
- Operating of retail equipment
- o Effective working in a retail environment
- o Safe work practices
- o Routine housekeeping duties (merchandising)
- Stock control and ordering procedures
- o Minimising of theft

Source: National Learners' Records Database

Qualification 58206

22/02/2007

Page 7

Retail operations L2 (100.2878/X):

- o Employment rights and responsibilities
- o Service selling and product knowledge
- o Personal effectiveness and teamwork
- o Risk awareness, health and safety
- o Merchandise handling, storage and display

Careful consideration of the envisaged areas of competency included in the National Certificate: Wholesale and Retail Operations NQF Level 2 shows favourable alignment in terms of:

- o Communication
- o Core concepts of the operational environment
- o Customer interaction
- o Maintaining of a safe and secure environment
- o Point of sales transactions
- Merchandising and displays
- o Handling of stock
- o Customer relationships via the handling of queries and complaints

The South African Qualification is however unique in its approach in the enabling of areas of specialisation to make provision for the development of competencies for specific operational requirements. Specific operational needs such as administration and handling of accounts and credit facilities, and in particular the enabling of support services such as Help Desk operations, deviate from the international norm, but add value in terms of skills requirements in the South African context.

The Singapore Workforce Development Agency is a statutory board under the Ministry of Manpower (MOM) and leads and drives workforce development in Singapore through a strong focus on industry driven competency requirements.

The Certificate in Retail Operations contains the following core modules:

- o Handle merchandise display
- o Working in the retail industry
- Develop ideas for workplace innovation
- o Maintain personal presentation
- o Interact with customers
- o Sell products and services
- Perform point of sale operations
- o Perform routine housekeeping duties
- o Perform stock control operations
- o Apply safety and security practices

Over and above the provision for retail office operations, elective modules for the qualification provide product specific selections for areas such as speciality store assistance, petroleum, product storage (meat, fresh products or seafood).

Whereas the Singapore qualification differentiates by product, this qualification has more generic unit standards that can be used across the sectors.

Other comparisons:

Difficulties were experienced for comparison with qualifications or training in SADC and other African countries, as material is not available. Although the USA is also considered as an area of best practice, relevant qualifications could not be sourced.

Conclusion:

From the concluded comparison it is clear that the National Certificate: Wholesale and Retail Operations NQF Level 2 aligns well with international trends in terms of the included fundamental and core components and also compares well with tendencies observed in the elective component of the qualification.

Merchandising, stock control, communication and a good foundational understanding of the wholesale and retailing environment is clearly aligned with international trends as per the qualifications utilised for comparisons.

What provides uniqueness is the additional focus on skills and competencies associated with areas of specialisation, which although specific, remains generic enough in approach to make provision for application across product ranges and situations in the diverse Wholesale and Retail industry in the South African context.

ARTICULATION OPTIONS

The qualification provides the following articulation opportunities:

Horizontal Articulation:

The qualification articulates horizontally with the following qualifications registered on the National Qualifications Framework:

- o The National Certificate: Wholesale and Retail Distribution, Level 2, 49280.
- o The National Certificate: Retail Shop Floor Practices, Level 2, 48763.
- The National Certificate: New Venture Creation, Level 2, 49648.
- o The National Certificate: Business Administration, Level 2, 23833.
- The National Certificate: Contact Centre Support, Level 2, 21793.

Vertical Articulation:

Vertical Articulation is possible with the following qualifications registered on the National Qualifications Framework:

- The National Certificate: Wholesale and Retail Sales Practice, Level 3, 48764.
- o The National Certificate: Business Administration Services, Level 3, 23737.

MODERATION OPTIONS

Anyone assessing a learner, or moderating the assessment of a learner, against this Qualification must be registered as an assessor or moderator with the relevant Education and Training Quality Assurance body (ETQA), or with an ETQA that has a Memorandum of Understanding (MOU) with the relevant ETQA.

Any institution offering learning that will enable the achievement of this Qualification must be registered and accredited as a provider with the relevant ETQA, or with an ETQA that has an MOU with the relevant ETQA, in which event programme approval will be obtained from 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 in the Exit Level Outcomes of the Qualification.

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 registered as an assessor.
- To be in possession of a relevant qualification at NQF Level 3 or above or relevant experience in the sector.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

N/A

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	117887	Complete basic business calculations	Level 2	5
Core	114903	Interact with customers	Level 2	8
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Elective	10349	Input data received onto appropriate computer packages within a Contact Centre	Level 2	12
Elective	10353	Meet performance standards within a Contact Centre	Level 2	6
Elective	10354	Contribute to a diverse working environment in a Contact Centre	Level 2	8
Elective	114887	Prepare a vehicle for deliveries	Level 3	8
Elective	114890	Perform office functions in a wholesale and retail outlet	Level 2	4
Elective	114892	Dispatch stock	Level 3	10
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12
Elective	114899	Maintain the customer's account	Level 2	5
Elective	114906	Mark merchandise and maintain displays	Level 2	10
Elective	114898	Minimise defaulting customer accounts	Level 3	5
Elective	114897	Administer deliveries	Level 2	10
Elective	114896	Receive stock	Level 3	12
Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	243676	Source and collect products for resale	Level 2	12
Elective	243680	Take orders from customers	Level 3	12
Elective	14359	Behave in a professional manner in a business environment	Level 2	5
Elective	14342	Manage time and work processes within a business environment	Level 2	4
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	13885	Provide information to customers in a Contact Centre	Level 2	12
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	119674	Manage finances for a new venture	Level 2	10
Elective	119666	Determine financial requirements of a new venture	Level 2	8
Elective	243712	Address customer queries in a wholesale environment	Level 3	10
Elective	243678	Grant credit to customers	Level 3	8
Elective	119960	Merchandise chillers and freezers in a retail store	Level 3	3
Elective	243671	Deliver stock to stores	Level 2	10
Elective	243672	Maintain the stockroom	Level 3	10
Elective	243681	Uplift stock for return	Level 3	5

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	243673	Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	Level2	8
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	117900	Plan self development	Level 2	10
Elective	167899	Pick stock in a distribution centre/warehouse	Level2	12
Elective	114919	Offer a credit facility	Level2	8
Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10
Elective	114911	Resolve customer queries / complaints	Level3	8
Elective	114910	Implement food-handling practices in wholesale and retail outlet	Level 2	8
Elective	114908	Apply food safety practices in a wholesale and retail outlet	Level 2	7
Elective	114904	Implement promotional instructions	Level2	6
Elective	114891	Count stock for a stock-take	Level2	5
Elective	114889	Record transactions	Level2	8
Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	Level2	8
Fundamental	119454	Maintain and adapt oral signed communication	Level2	5
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level2	3
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level2	3
Fundamental	119456	Write present for a defined context	Level2	5
Fundamental	119463	Access and use information from texts	Level2	5
Fundamental	119460	Use language and communication in occupational learning programmes	Level2	5
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level2	5



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Merchandise chillers and freezers in a retail store

SAQA US ID		UNIT STANDARD TITLE	
119960		Merchandise chillers and freezers in a retail store	
SGB		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	3
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P Comment			

SPECIFIC OUTCOME 1

Display stock in chillers and freezers

SPECIFIC OUTCOME 2

Replenish chillers and freezers.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Deliver stock to stores***

SGB		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	10
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P Comment			

SPECIFIC OUTCOME 1

Collect goods from relevant distribution point.

SPECIFIC OUTCOME 2

Secure goods for transport.

SPECIFIC OUTCOME 3

Obtain proof of delivery/pick up.

SPECIFIC OUTCOME 4

Handle discrepancies in deliveries.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Maintain the stockroom***

SAQA US ID		UNIT STANDARD TITLE	
243672		Maintain the stockroom	
SGB		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	10
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Comment			

SPECIFIC OUTCOME 1

Select appropriate areas for storing stock.

SPECIFIC OUTCOME 2

Pack stock in stock area.

SPECIFIC OUTCOME 3

Perform stock room housekeeping functions.

SPECIFIC OUTCOME 4

Prevent shrinkage and losses in the stockroom.

SPECIFIC OUTCOME 5

Maintain stock in the stockroom to enhance supply chain efficiency.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

*Identify the role of the fast moving consumer goods merchandiser in the
wholesale and retail industry*

SAQA US ID		UNIT STANDARD TITLE	
243673		Identify the role of the fast moving consumer goods merchandiser in the wholesale and retail industry	
SGB		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	8
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P Comment			

SPECIFIC OUTCOME 1

Segment the wholesale and retail sector.

SPECIFIC OUTCOME 2

Explain the *flow of* stock through the supply chain.

SPECIFIC OUTCOME 3

Fulfil the duties of the Fast Moving Consumer Goods merchandiser.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Source and collect products for resale

SAQA US ID	UNIT STANDARD TITLE		
243676	Source and collect products for resale		
SGB	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	12
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P Comment			

SPECIFIC OUTCOME 1

Buy stock.

SPECIFIC OUTCOME 2

Transport stock to store.

SPECIFIC OUTCOME 3

Receive stock into the business.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Grant credit to customers**

SAQA US ID	UNIT STANDARD TITLE		
243678	Grant credit to customers		
SGB	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P Comment			

SPECIFIC OUTCOME 1

Identify appropriate criteria for calculating credit worthiness.

SPECIFIC OUTCOME 2

Verify applicant's information.

SPECIFIC OUTCOME 3

Decide whether to grant credit.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Recommend orders for clients in a fast moving consumer goods environment***

SAQA US ID		UNIT STANDARD TITLE	
243679		Recommend orders for clients in a fast moving consumer goods environment	
SGB		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P			

SPECIFIC OUTCOME 1

Explain the FMCG merchandiser's role in maintaining stock levels.

SPECIFIC OUTCOME 2

Calculate required orders.

SPECIFIC OUTCOME 3

Communicate the need for an order



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Take orders from customers*

SAQA US ID	UNIT STANDARD TITLE		
243680	Take orders from customers		
SGB	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	12
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P Comment			

SPECIFIC OUTCOME 1

Understand and apply the organisation's customer service policy.

SPECIFIC OUTCOME 2

Update and maintain the customer's information.

SPECIFIC OUTCOME 3

Record the customer's order.

SPECIFIC OUTCOME 4

Special/problem orders are recorded and controlled.

SPECIFIC OUTCOME 5

Additional items are promoted



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Uplift stock for return

SAQA US ID		UNIT STANDARD TITLE	
243681		Uplift stock for return	
SGB		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	5
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P Comment			

SPECIFIC OUTCOME 1

Identify goods for uplift.

SPECIFIC OUTCOME 2

Explain uplift procedure.

SPECIFIC OUTCOME 3

Uplift goods from wholesalers/retailers.

SPECIFIC OUTCOME 4

Prevent shrinkage and losses while uplifting goods from wholesalers/retailers.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Address customer queries in a wholesale environment

SAQA US ID		UNIT STANDARD TITLE	
243712		Address customer queries in a wholesale environment	
SGB		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	10
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Draft - Prep for P Comment			

SPECIFIC OUTCOME 1

Understand and apply the organisation's customer service policy.

SPECIFIC OUTCOME 2

Address queries regarding product and price.

SPECIFIC OUTCOME 3

Resolve queries regarding receipt of stock.