

No. 231

16 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, subfields, 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.saga.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 13 April 2007**. All correspondence should be marked **Standards Setting – Retail and Wholesale** addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:**National Certificate: Wholesale and Retail: Informal Small Business Practice**

National Certificate: Wholesale and Retail: Informal Small Business Practice			
SAQA QUAL ID	QUALIFICATION TITLE		
58308	National Certificate: Wholesale and Retail: Informal Small Business Practice		
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
Undefined	120	Level 3	Regular-Unit Stds 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 Certificate forms part of a learning pathway in the Wholesale and Retail sector that stretches from NQF Levels 2 to 5. While this Qualification focuses on the Small Micro and Medium (SMME) sector, it is structured in such a way that there is progression from Level 2 to a qualification at NQF Level 5.

The purpose of this qualification is to equip learners to understand the underlying principles of operational areas related to the Wholesale & Retail sector and entry level business principles, thus enabling them to become effective employers and/or self-employed members of society. The competencies in this qualification will assist the entrepreneur to ensure long-term business sustainability.

The qualification will enable learners to understand the South African context of the Retail sector but may also increase their understanding of business, thus enabling them to use this learning in various business environments and to progress to more formal business operations through articulated learning with qualifications which offer a more in-depth and specific business focus. This approach will enable the acquiring of operational competencies in preparation of additional business development and formalizing of business operations where individuals have the relevant understanding of retail operations.

Rationale:

Small, Medium and Micro enterprises at present represent 99% of the Wholesale & Retail Sector. As big Corporations continue to shed jobs and unemployment stays at a high level the SMME sector will become the focal point for job creation. More and more people will try to establish their own businesses particularly in the retail sector and appropriate skills development is required for these entrepreneurs to ensure the long-term sustainability of their ventures.

The Certificate in Wholesale and Retail Informal Small Business Practice, NQF Level 3, is designed to meet the needs of learners who are either actively involved in the process of starting up a small retail business or those who are currently self-employed in an informal

business in the SMME environment and who want to broaden their base of competence with a view to career path progression.

The qualification will also add value to learners who aspire to run or own their own small retail business in the future in the addressing of the following competencies:

- o Understanding of retail operational requirements.
- o Effective handling of financial transactions.
- o Handling of basic merchandising.
- o Maintaining of safety and security in the business environment.
- Handling of stock.
- Customer service.

This qualification reflects some of the needs of the Wholesale and Retail sector both now and in the future. It recognises the workplace as a learning environment and hence, addresses one of the key strategic objectives of human resources development.

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 and job creation opportunities. The range of learners would include school-leavers, youth & unemployed, and those already employed who desire to develop their entrepreneurial skills. The added value of the skills, knowledge and understanding developed by the Certificate should be seen in greater business success and long-term sustainability.

RECOGNIZE PREVIOUS LEARNING?

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LEARNING ASSUMED TO BE IN PLACE

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

- o Communication at NQF Level 2.
- o Mathematical Literacy at NQF Level 2.

Recognition of Prior Learning:

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 of 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.

Access to the qualification:

There is open access to any learner who is able to arrange for assessment of the Wholesale and Retail sector specific outcomes to be assessed in a Wholesale and Retail sector work environment.

QUALIFICATION RULES

In this Qualification the credits are allocated as follows:

- o Fundamental: 36 credits.
- o Core: 64 credits.
- o Elective: 20 credits.
- o Total: 120 credits.

Learners must complete all Fundamental and Core unit standards and to select a minimum of 20 credits from unit standards included in the Elective component of the qualification in order to reach a minimum of 120 credits for the completion of the Qualification.

EXIT LEVEL OUTCOMES

1. Understand the requirements of retail operations.
2. Perform basic retail operations.
3. Maintain customer service in an informal retail business.

ASSOCIATED ASSESSMENT CRITERIA

1:

- o The requirements of small business legislation are explained within the context of own business venture.
- o The business environment is understood and explained within the context of own business venture.
- o The principles of merchandising are identified and explained within the context of wholesale and retail.
- o Safety and security requirements in the wholesale and retail environment are identified and explained within the context of own business.
- o The concept and impact of shrinkage and losses are explained within the context of own business.

2:

- o Relevant legislative requirements are complied with for own business.
- o The operational requirements in own business environment are planned, prepared and executed to ensure business sustainability.
- o A safe and secure work environment is maintained according to operational requirements.
- Basic business calculations are carried out for own business.
- o Stock is replenished to maintain retail operations.
- o Merchandise is marked, displayed and maintained to enable effective retailing.
- o Financial sales transactions, deposits and reconciliation's are maintained accurately.

3:

- o The principles of customer service are identified and applied in own business.
- o Customer service excellence is implemented and maintained in own business..
- o Effective communication is used in own business environment to enhance customer service.
- Customer complaints are handled and resolved to retain customers for the business.

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 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.

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

Small businesses pre-dominate the wholesale and retail sector in Africa, South America and the Far East, whereas the western countries are focused more on large corporations and large business.

In SADC countries the following training programmes are offered to small business owners:

- "The SME Toolkit Programme" offered by EDS Pan African University in Nigeria.
- Course MGS **10201**: "Introduction to Business" offered by Bayero University in Kano.
- "Entrepreneurship and Small Business Management Course" offered by Education Africa.

These programmes offer general business and entrepreneurship training but not in unit standard format. The focus of these programmes is on formal business and not the informal sector. The following common programme components were identified:

- Understanding entrepreneurship.
- Identification and evaluating of business ideas.
- Legal requirements for running a small business.
- Legal requirements for running a small business.
- Determining the appropriate structure for a business.
- Money management for small business.
- Drafting of business plans for sustainability.
- Finding and keeping customers.
- Supporting a business using information technology.
- Business management.
- Financial applications for acquiring of start-up capital.

The focus of the National Certificate: Wholesale And Retail: Informal Small Business Practice, Level 3 is on informal retailing and in particular on operations to ensure sustainability of a small business while the above-mentioned programmes focus more on formal retailing skills and competencies.

The competencies forming the main focus in qualifications compared to the National Certificate: Wholesale And Retail: Informal Small Business Practice, Level 3 is however addressed in the

elective component of the qualification as the necessity to enable transition from the informal to the formal sector is recognized and supported.

This strongly emphasizes that the National Certificate: Wholesale And Retail: Informal Small Business Practice, Level 3 is unique in its approach to small business development in particular in the informal business sector. The retail specific focus of the core component of the qualification and the provision of elective components with a specific retail focus furthermore supports this observation.

No relevant training programmes or courses specific to South America or the Far East could be accessed. However a comparison was done with qualifications available in Commonwealth countries, where small businesses are beginning to get a foothold. The following conclusions can be drawn by comparisons with the following qualifications:

- o The Intermediate Certificate in running a Small Business - ID 100/2720/8 (United Kingdom/Scotland).
- o Certificate in Business (level 3) - ID BSE?30201 (Australia).

Unit Standard in the qualification:

- Apply aspects of business start-up.
- Apply aspects of running a business.
- o Demonstrate an understanding of entrepreneurship.

International comparison:

- o Examine skills and factors in operating a small business (New Zealand 7365).
- o Research business opportunities (Australia BSBSBM301A).

Unit Standards in the qualification:

- o Control cash in an informal retail business.

International comparison:

- Process financial information using a cash based system (New Zealand 7363).

Unit Standards in the qualification:

- Sell products to customers in a SMME environment.

International comparison:

- o Sell products and services to customers (Scotland B9YB04).

Unit Standards in the qualification:

- Apply food safety practices in a SMME.

International comparison:

- Maintain hygiene in food storage, preparation and cooking (Scotland B10J04).

Unit Standards in the qualification:

- Replenish stock within an informal retail business.

International comparison:

- o Contribute to controlling the stock take system (Scotland B4YF04).
- Source required goods (Scotland D8EP04).

Unit Standards in the qualification:

- o Maintain a safe and secure environment in an informal retail business.

International comparison:

- o Maintain workplace safety (Australia BSBCMN 311A).

Conclusion:

The evaluation of the National Certificate: Wholesale and Retail Informal Small Business Practice NQF Level 3 indicates effective international alignment in terms of the standards contained in the qualification but clearly indicates a unique approach in that the National Certificate: Wholesale And Retail: Informal Small Business Practice, Level 3 addresses a specific niche in terms of training and development for informal small businesses in the retail sector.

ARTICULATION OPTIONS

This Qualification may articulate vertically with:

- o 23953: National Certificate: New Venture Creation (SMME), NQF Level 4.
- o 48736: National Certificate: Small Business Financial Management, NQF Level 4.

Possibilities for horizontal articulation include (for example):

- o 22461: National Certificate: Business Studies: FET Phase, NQF Level 3.
- o 22315: National Certificate: Food Services: Services, NQF Level 3.

MODERATION OPTIONS

o 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.

o Any institution offering learning that may 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.

o 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 ETQA's (including professional bodies), and in terms of the moderation guideline detailed immediately below.

o 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.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

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

- o Registered as an assessor with the relevant ETQA.
- o In possession of a relevant Qualification (higher than NQF Level 3).

NOTES

N/A

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Core	243810	Control cash in a small business	Level 3	12
Core	243805	Merchandise products in a retail business	Level 3	12
Core	243807	Maintain a safe and secure environment in a retail business	Level 3	8
Core	243804	Replenish stock in a retail business	Level 3	12
Core	243809	Run a small business	Level 3	12
Core	243806	Deal with customers in a retail business	Level 3	8
Elective	114598	Demonstrate an understanding of an entrepreneurial profile	Level 4	5
Elective	14359	Behave in a professional manner in a business environment	Level 2	5
Elective	8494	Demonstrate an understanding of HIV/AIDS and its implications	Level 2	4
Elective	116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet	Level 2	4
Elective	9303	Communicate verbally with clients in a financial environment	Level 3	3
Elective	119913	Use a personal budget to manage own money	Level 2	3
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12
Elective	14341	Keep informed about current affairs related to one's own industry	Level 2	4
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	14342	Manage time and work processes within a business environment	Level 2	4
Elective	243678	Grant credit to customers	Level 3	8
Elective	243808	Apply food safety practices in a retail business	Level 3	8
Elective	114890	Perform office functions in a wholesale and retail outlet	Level 2	4
Elective	114891	Count stock for a stock-take	Level 2	5
Elective	243803	Start up a small business	Level 3	15
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119458	Analyse and respond to a variety of literary texts	Level 3	5
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
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4



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UNIT STANDARD:***Start up a small business***

SAQA US ID	UNIT STANDARD TITLE		
243803	Start up a small business		
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	15
REGISTRATION	REGISTRATION START	REGISTRATION END	SAQA DECISION
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SPECIFIC OUTCOME 1

Explain the requirements in setting up a small business.

SPECIFIC OUTCOME 2

Explain the factors that ensure the long-term sustainability and of a new business.

SPECIFIC OUTCOME 3

Demonstrate an understanding of basic market research.

SPECIFIC OUTCOME 4

Develop a basic business plan



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UNIT STANDARD:*Replenish stock in a retail business*

SAQA US ID		UNIT STANDARD TITLE	
243804		Replenish stock in a retail business	
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	12
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
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SPECIFIC OUTCOME 1

Buy stock.

SPECIFIC OUTCOME 2

Transport stock.

SPECIFIC OUTCOME 3

Receive stock into the outlet.



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UNIT STANDARD:

Merchandise products in a retail business

SAQA US ID	UNIT STANDARD TITLE		
243805	Merchandise products in a retail business		
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	12
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
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SPECIFIC OUTCOME 1

Choose appropriate promotional activity and media.

SPECIFIC OUTCOME 2

Display merchandise in an informal retail business.

SPECIFIC OUTCOME 3

Mark merchandise.

SPECIFIC OUTCOME 4

Maintain displays.

SPECIFIC OUTCOME 5

Prevent shrinkage and losses whilst marking and displaying merchandise.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Deal with customers in a retail business

SAQA US ID	UNIT STANDARD TITLE		
243806	Deal with customers in a retail business		
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
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SPECIFIC OUTCOME 1

Identify the standards for customer service.

SPECIFIC OUTCOME 2

Deal with customers in a professional manner.

SPECIFIC OUTCOME 3

Respond to customer complaints.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Maintain a safe and secure environment in a retail business

SAQA US ID		UNIT STANDARD TITLE	
SGB		PROVIDER	
SGB Retail and Wholesale			
FIEL			
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
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SPECIFIC OUTCOME 1

Maintain a safe and secure work environment.

SPECIFIC OUTCOME 2

Respond to an emergency situation.

SPECIFIC OUTCOME 3

Explain how to deal with theft in an informal retail business.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Apply food safety practices in a retail business

SAQA US ID		UNIT STANDARD TITLE	
243808		Apply food safety practices in a retail business	
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
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SPECIFIC OUTCOME 1Handle and store **food**.**SPECIFIC OUTCOME 2**Clean **food** areas, equipment and utensils.**SPECIFIC OUTCOME 3**

Maintain hygienic premises.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Run a small business

SAQA US ID	UNIT STANDARD TITLE		
243809	Run a small business		
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	12
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
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SPECIFIC OUTCOME 1

Understand and apply financial concepts to running a business.

SPECIFIC OUTCOME 2

Prepare store operations.

SPECIFIC OUTCOME 3

Understand the changing business market.

SPECIFIC OUTCOME 4

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

SPECIFIC OUTCOME 5

Demonstrate an understanding of legislation applicable to small retail businesses.



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UNIT STANDARD:

Control cash in a small business

SAQA US ID		UNIT STANDARD TITLE	
243810		Control cash in a small business	
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	12
REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
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SPECIFIC OUTCOME 1

Accept payment for goods.

SPECIFIC OUTCOME 2

Count and record daily takings.

SPECIFIC OUTCOME 3

Deposit takings.

SPECIFIC OUTCOME 4

Replenish float.