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**GOVERNMENT NOTICES**

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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY**

No. 897

28 September 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

**Secondary Agriculture: Processing**

registered by Organising Field 01, Agriculture and Nature Conservation, 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.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, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later 26 October 2007**. All correspondence should be marked **Standards Setting – Secondary Agriculture: Processing** and addressed to

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**DR. S. BHIKHA**  
**DIRECTOR: STANDARDS SETTING AND DEVELOPMENT**

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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY**

**QUALIFICATION:**

**National Certificate: Perishable Produce Export Technology**

SAQA QUAL ID	QUALIFICATION TITLE		
58348	National Certificate: Perishable Produce Export Technology		
ORIGINATOR		PROVIDER	
SGB for Secondary Agriculture: Processing			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	1 - Agriculture and Nature Conservation	Secondary Agriculture	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	123	Level 5	Regular-Unit Stds Based

**PURPOSE AND RATIONALE OF THE QUALIFICATION**

**Purpose:**

This qualification will address the needs of learners from all sectors of the perishable produce export industry. It will benefit learners in the distribution and exportation sector by providing the multi-skilling that will enhance the quality and effectiveness of their job performance, and in turn their career paths.

The qualification will provide the necessary knowledge and skills for packhouse supervisors and assistant perishable produce assessors to advance their careers to an assessor position.

The qualification will provide learners from an agricultural background with the opportunity to gain competence in the exportation processes and will assist their securing employment in the industry.

Upon successful completion of the qualification, the learner will be able to:

- Administer the logistics of an export consignment.
- Ensure that consignments comply with the relevant international protocols.
- Inspect and verify the compliance of an exporter's facilities.
- Conduct a quality assessment of a selection of perishable products.
- Verify the maintenance of a consignment's cold chain.
- Provide assistance to exporters on international food safety and quality assurance compliance.
- Enhance client relationships through the application of customer care.

The qualification will form an integral step in the career path for a learner by improving their professionalism and will assist in facilitating their progression through the industry for the achievement of a management position.

**Rationale:**

The international perishable produce markets have become more health conscious and as a consequence their quality requirements are more stringent. With the advent of modern technology, the temperature, relative humidity and other environmental conditions within a container can be monitored via satellite link to ensure that the transcontinental consignment's quality is maintained.

To keep pace with this technology and others that enhance the quality of the various fruits and other produce, it is essential that the industry institutes a concerted drive to up skill its workforce.

This qualification addresses the need for the provision of professional assessment skills for the industry. These skills will be of particular benefit to the packhouses, as learners will become conversant with the inspection methodology and will accordingly ensure that their product submissions are in compliance with the standards. This will in turn, minimise rejections, improve productivity and profitability.

The qualification will instil a greater understanding and appreciation of the exportation perspectives of the industry, thereby improving their liaison with both clients and suppliers of perishable produce.

The emphasis on quality for all facets of the export processes will ensure that South African exporters comply with the international requirements for Good Agricultural Practices (GAP), Good Manufacturing Practices (GMP) and Hazard Analysis Critical Control Points (HACCP), which are prerequisite for exportation to most of South Africa's markets.

### **RECOGNIZE PREVIOUS LEARNING?**

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### **LEARNING ASSUMED IN PLACE**

It is assumed that learners are competent in Mathematical Literacy Communication at NQF Level 4.

Recognition of Prior Learning:

The qualification may 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.

### **QUALIFICATION RULES**

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

The qualification consists of a minimum of 123 credits, composed of:

- Fundamental: (compulsory) 17 credits.
- Core: (compulsory) 76 credits.
- Electives: minimum 30 credits.

Learners to choose elective unit standards totalling of not less than 30 credits from the Listed elective standards.

### **EXIT LEVEL OUTCOMES**

1. Evaluate the influences that the international protocols, bilateral agreements and South African Legislation have on the regulation and control of the perishable produce exportation.
2. Analyse South Africa's potential to export perishable produce within the context of the changing markets needs and the infrastructural and logistical advantages of other exporting nations.

3. Describe the practices to verify the compliance of an exporters cold chain facilities to the relevant regulations and protocols.
4. Describe the monitoring and management practices that must be conducted to achieve food safety in perishable produce exportation.
5. Identify the functions and operation of a total quality management system for a perishable produce exporter.
6. Implement customer care policies and procedures in the perishable produce environment to foster and improve client relationships.

Critical Cross - Field Outcomes:

The unit standards in the qualification are structured to contain specific Critical Cross-Field Outcomes. The integration of the latter is vital to the full development and social upliftment of the learner. The Critical Cross-Field Outcomes are intended to guide the providers in developing the learning material.

The relevant CCFO's include:

The learner is able to identify and solve problems in which responses display that responsible decisions using critical and creative thinking have been made by:

- Determining the influence that various legislated institutions have on the control and regulation of perishable produce exportation.

The learner is able to work effectively with others and demonstrate their willingness to be part of the team by:

- Providing an analysis of the export potential of perishable produce in South Africa and the factors that affect its viability.

The learner is able to organise and manage themselves and their activities responsibly and effectively by:

- Determining the influence that various legislated institutions have on the control and regulation of perishable produce exportation.

The learner is able to communicate effectively using visual, mathematical and/or language skills in the modes of oral and/or written presentation by:

- Providing an analysis of the export potential of perishable produce in South Africa and the factors that affect its viability.

The learner is able to collect, analyse, organise and critically evaluate information by:

- Performing an assessment of the cold chain maintenance and the compliance of the refrigeration infrastructure.

The learner is able to use science and technology effectively and critically, showing responsibility towards the environment and health of others by:

- Describing the monitoring and management necessary to achieve food safety in perishable produce exportation.
- Identifying the functions and operation of a total quality management system.

The learner is able to demonstrate an understanding of the world as a set of related systems by:

- Instituting customer care policies and procedures in the perishable produce environment.

### **ASSOCIATED ASSESSMENT CRITERIA**

Associated Assessment Criteria for Exit Level Outcome 1:

- 1.1 The phytosanitary requirements for international markets are assessed in accordance with the influences of the bilateral and protocol agreements.
- 1.2 The regulatory elements of the agricultural produce legislation are contrasted with the quality restrictions that are imposed on the exportation of perishable produce.
- 1.3 The provisions of the perishable produce exportation legislation are evaluated for their applicability to the industry's need to preserve the quality of export produce.

Associated Assessment Criteria for Exit Level Outcome 2:

- 2.1 The degree to which South African exportation is negatively affected by global trends and economic conditions is contrasted with the positive aspects of local exports.
- 2.2 The proactive reactions that South African exporters should utilise, to meet the changing international requirements, are described in accordance with the objectives of ensuring the viability of local exports.
- 2.3 The impact that external factors have on the stability and profitability of exports is analysed within the context of the conditions that may favour other exporting nations.

Associated Assessment Criteria for Exit Level Outcome 3:

- 3.1 The logistical documentation that is required for the assessment of the cold chain facilities, is described in accordance with the prescribed verification processes.
- 3.2 The inspection methodology that is used to assess an exporters facilities is described in terms of its ability to effectively appraise the compliance of the cold chain instrumentation and infrastructure.
- 3.3 The temperature management practices that are utilised to monitor the cold chain are explained in relation to the maintenance of a consistent temperature range.

Associated Assessment Criteria for Exit Level Outcome 4:

- 4.1 The particular hazards that may compromise food safety are identified and described in accordance with the manner in which the contamination may occur.
- 4.2 The benefits of establishing and monitoring a hygiene management system are explained within the context of achieving compliance to the international best practices for food safety.
- 4.3 The processes for auditing food safety programs are described in accordance with the objectives of optimising and improving the programs.

Associated Assessment Criteria for Exit Level Outcome 5:

- 5.1 The legislative components of a total quality system that are applicable to the perishable produce export industry are described in terms of their contribution to effective management and traceability.
- 5.2 The planning and implementation for the introduction of a total quality management system is explained within the context of integrating the system in the existing prerequisite programs.
- 5.3 The verification checks that must be conducted, are described within the context of optimising the effectiveness of the system.
- 5.4 The processes for monitoring and auditing a total quality system are described in relation to the additional management analysis that emanates from these functions.

Associated Assessment Criteria for Exit Level Outcome 6:

- 6.1 The mediums for the effective communication with clients are selected and used to ensure suitability to the prevailing circumstances.
- 6.2 Appropriate negotiation skills are utilised to deal with a client's complaints or potential disputes, in order to achieve a positive resolution of the problem.

6.3 The incorporation of added value in the various interactions with clients, are introduced to foster a beneficial relationship.

### **INTERNATIONAL COMPARABILITY**

After extensive searches were conducted, no similar international qualifications could be located. This qualification is therefore unique and serves to illustrate South Africa's intention to strive to quality excellence, thereby enhancing our position in the perishable produce export arena.

Of the SADC countries, Botswana exports red meat to Europe. Since the completion of the Trans Kalahari road which links central Botswana with Namibia, all these exports have been routed through Namibia. The quality and food safety aspects of red meat are internationally controlled by the Codex Alimentarius, which does not apply to the fresh produce industry.

Swaziland routes their sugar exports via South Africa and these are then subject to the regulations for processed products.

The international markets and in particular the major retail groups each demand specific size, colouration, packing and marking of the produce that they import. These requirements are in addition to the bilateral agreements and protocols that exporters have to comply with. To keep abreast with these varying demands, exporters conduct "in house" training that is specific to their customer's requirements.

As no similar qualifications are available for comparison, international unit standards with similar intent to those contained in this qualification were sourced. The following unit standards do not necessarily address perishable products, but they do contain aspects that are similar to those used in South Africa.

Australia:

Australia's favourable geographic position affords their producers the opportunity to compete with South Africa in the exportation of "out of season" produce to the Northern hemisphere markets, hence the importance of comparing their Unit Standards against this qualification. The following were examined, and the notable similarities are:

Registration No FDFVDC1A - Identify products and quality requirements:

- This unit standard concerns the quality requirements of final products for exports.
- The processes and procedures are comparable with those used for the quality assessment of perishable produce.

Registration No MTMMP91A - Oversee export requirements:

- This unit standard concerns the logistical requirements for exportation.
- The principles and practices are similar to those contained in the "Outline the legislations and regulations that control the exportation of perishable produce".

Registration No BSBINT405A - Apply knowledge of import and export international conventions, laws and finance:

- This unit standard concerns the legislative requirements for exportation.
- The principles and practices are similar to those contained in the "Outline the legislations and regulations that control the exportation of perishable produce".

Registration No BSBINT303A - Organize the importing and exporting of goods:

- This unit standard concerns the logistical requirements for exportation.
- The principles and practices are similar to those contained in the Outline the legislations and regulations that control the exportation of perishable produce".

Registration No MTMMP91B - Identify QA arrangements with reference to specific QA requirements:

- This unit standard concerns the quality assurance requirements for exports.
- Similar methodology is utilised in the "Apply knowledge of total quality management systems for perishable produce exportation".

Registration No RTE6906A - Develop export markets for produce:

- This unit standard concerns the analysis of the potential for produce exportation.
- The principles are similar to those contained in the "Identify the factors that affect the exportation of perishable produce".

Registration No SFIDIST501B - Arrange transportation of product:

- This unit standard concerns the logistics of cold storage, manifests, container numbers and seals.
- These are comparable with those used for the "Apply knowledge of refrigeration and cold chain management for perishable produce exportation".

Registration No FDFOPTFST2A - Maintain food safety when loading, unloading and transporting:

- This unit standard concerns the principles and practices required to ensure food safety.
- The criteria and focus of this unit standard is comparable with those used for the "Apply food safety practices in the perishable produce industry".

United Kingdom:

The United Kingdom is one of the largest trading partners and recipients of South African perishable produce exports. The adherence to the high standards of food safety and quality assurance that are demanded by their importers are therefore of critical importance to the success of South African exports. The standards that are utilised in quality determination, that are comparable to those in this qualification are:

Registration No Q1028329 - NVQ in Quality Management:

- This unit standard concerns the development and implementation of quality policies for quality assurance.
- These are comparable with those used for the "Apply knowledge of total quality management systems for perishable produce exportation".

Registration No Q1054402 - NVQ in Food and drink manufacturing operations:

- This unit standard concerns the improving of standards and ensuring compliance with agreed procedures for quality assurance.
- These are comparable with those used for the "Apply knowledge of total quality management systems for perishable produce exportation".

In conclusion, this qualification is unique in the field of perishable produce exportation. The qualification will enhance the international markets view of South Africa as the premier exporter of quality perishable produce. The qualification embodies a professional approach to client

interactions, which is pivotal to the acquisition and retention of international clients. It adheres to the best international practices in terms of quality management systems to ensure that all phases of the export chain are quality driven.

### **ARTICULATION OPTIONS**

The qualification is designed to provide a structured learning path for employees in the perishable produce export industry, be they in employ of commercial businesses or as entrepreneurs.

This qualification will enable horizontal articulation, where learners may move within the agricultural sector, between the fields of production, packaging and processing of perishable products.

The learning areas in the qualification will facilitate vertical articulation in the following:

- National Diploma in Agriculture, NQF Level 6.
- National Diploma in International Trade (Exports/Imports), NQF Level 6.

The learning areas in the qualification will facilitate horizontal articulation in the following:

- ID 49010; National Diploma in Plant Production, NQF Level 5.
- National Certificate in Agriculture, NQF Level 5.
- Advanced Certificate in International Trade (Exports/Imports), NQF Level 5.

### **MODERATION OPTIONS**

- Anyone assessing a learner against these unit standards must be registered as an assessor with the relevant ETQA and have experience or in depth knowledge of the Perishable Produce industry.

- Any institution offering learning that will enable achievement of these unit standards or will assess these unit standards must be accredited as a provider with the relevant ETQA. Moderation of assessment will be overseen by the relevant ETQA according to the moderation guidelines in the qualification and the agreed ETQA procedure.

- Therefore anyone wishing to be assessed against these unit standards may apply to be assessed by any assessment agency, assessor or provider institution which is accredited by the relevant ETQA.

### **CRITERIA FOR THE REGISTRATION OF ASSESSORS**

Assessors must:

- Be registered as an assessor by the relevant ETQA.
- Have experience or in depth knowledge of the agricultural industry, specifically as it relates to the Perishable Produce sector.
- Hold a qualification in Agriculture at NQF Level 6 or higher.

### **NOTES**

### **UNIT STANDARDS**

***This qualification is not based on Unit Standards.***

	<b>ID</b>	<b>UNIT STANDARD TITLE</b>	<b>LEVEL</b>	<b>CREDITS</b>
Fundamental	115821	Apply business financial practices	Level 5	4
Fundamental	15234	Apply efficient time management to the work of a department/division/section	Level 5	4
Fundamental	114050	Explain the principles of business and the role of	Level 5	4



	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
		information technology		
Fundamental	115790	Write and present for a wide range of purposes, audiences and contexts	Level 5	5
Core	243893	Evaluate the affect that various factors have on the viability of perishable produce exportation	Level 5	10
Core	243857	Identify the legislative requirements for perishable produce exportation	Level 5	15
Core	243888	Install and monitor a total quality management system for perishable produce exportation	Level 5	18
Core	243861	Monitor and manage food safety in perishable produce exportation	Level 5	10
Core	243887	Monitor and manage the cold chain in perishable produce exportation	Level 5	18
Core	243907	Provide customer care in the perishable produce export industry	Level 5	5
Elective	243889	Assess the quality of apples for export	Level 5	18
Elective	243896	Assess the quality of apricots for export	Level 5	16
Elective	243856	Assess the quality of avocados for export	Level 5	20
Elective	243868	Assess the quality of citrus for export	Level 5	24
Elective	243860	Assess the quality of grain for local and export markets	Level 5	15
Elective	243906	Assess the quality of groundnuts for the local and export markets	Level 5	15
Elective	243855	Assess the quality of litchis for export	Level 5	15
Elective	243895	Assess the quality of mangoes for export	Level 5	16
Elective	243886	Assess the quality of peaches and nectarines for export	Level 5	16
Elective	243891	Assess the quality of pears for export	Level 5	18
Elective	243854	Assess the quality of plums for export	Level 5	20
Elective	243894	Assess the quality of table grapes for export	Level 5	24



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Assess the quality of plums for export**

SAQA US ID	UNIT STANDARD TITLE		
243854	Assess the quality of plums for export		
ORIGINATOR		PROVIDER	
SGB for Secondary Agriculture: Processing			
FIELD	SUBFIELD		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	20

**SPECIFIC OUTCOME 1**

Outline the background and structure of the plum exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the plum export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of plums and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Select a representative sample of plums for inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of plums for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of plums for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimens/protocols to maintain the condition of export plums.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for a plum consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL	STATUS	END DATE
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Assess the quality of litchis for export**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243855	Assess the quality of litchis for export		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>	<b>SUBFIELD</b>		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	15

**SPECIFIC OUTCOME 1**

Outline the background and structure of the litchi exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the litchi export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of litchis and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Draw a representative sample of litchis for export inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of litchis for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of litchis for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimens/protocols and procedures to maintain the condition of litchis.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for a litchi consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Assess the quality of avocados for export**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243856	Assess the quality of avocados for export		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>		<b>SUBFIELD</b>	
1 - Agriculture and Nature Conservation		Secondary Agriculture	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	20

**SPECIFIC OUTCOME 1**

Outline the background and structure of the avocados exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the avocado export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of avocados and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Draw a representative sample of avocados for export inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of avocados for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of avocados for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimens/protocols to maintain the condition of export avocados.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for a avocado consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Identify the legislative requirements for perishable produce exportation***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243857	Identify the legislative requirements for perishable produce exportation		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>	<b>SUBFIELD</b>		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	15

**SPECIFIC OUTCOME 1**

Indicate the relevant legislated bodies that preside over the perishable produce export industry, their specific regulatory functions and registration requirements.

**SPECIFIC OUTCOME 2**

Identify the objectives and applicable regulations of the Agricultural Product Standards Act and the requirements that must be complied with.

**SPECIFIC OUTCOME 3**

Indicate the regulatory requirements that emanate from the PPECB Act.

**SPECIFIC OUTCOME 4**

Describe PPECB's role in regulating the operational functions of exportation and the ensuing consequences for industry stakeholders.

**SPECIFIC OUTCOME 5**

Describe the influence that the phytosanitary regulations have on perishable produce exportation.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Core	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Assess the quality of grain for local and export markets**

SAQA US ID	UNIT STANDARD TITLE		
243860	Assess the quality of grain for local and export markets		
ORIGINATOR		PROVIDER	
SGB for Secondary Agriculture: Processing			
FIELD	SUBFIELD		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	15

**SPECIFIC OUTCOME 1**

Outline the background and structure of the local and export grain industries.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the grain industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for local and export markets and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Draw a representative grain sample for inspection.

**SPECIFIC OUTCOME 5**

Determine the quality of grain for compliance to local and export market requirements.

**SPECIFIC OUTCOME 6**

Describe the transport and ship loading procedures for a grain consignment.

**SPECIFIC OUTCOME 7**

Determine the outcome of the quality assessment of a grain consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL	STATUS	END DATE
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Monitor and manage food safety in perishable produce exportation**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243861	Monitor and manage food safety in perishable produce exportation		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>	<b>SUBFIELD</b>		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	10

**SPECIFIC OUTCOME 1**

Recognise the intrinsic parameters of perishable produce and the dangers associated with breaking the cold chain.

**SPECIFIC OUTCOME 2**

Identify the various hazards that may affect perishable produce and the impact that these have on food safety.

**SPECIFIC OUTCOME 3**

Describe how good agricultural practices can enhance food safety.

**SPECIFIC OUTCOME 4**

Monitor and manage the good manufacturing practices that ensure food safety in the handling and storage of perishable produce.

**SPECIFIC OUTCOME 5**

Establish and manage a hygiene management systems to ensure compliance to food safety standards.

**SPECIFIC OUTCOME 6**

Conduct a food safety audit in a perishable produce packhouse/facility.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Core	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Assess the quality of citrus for export***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243868	Assess the quality of citrus for export		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>		<b>SUBFIELD</b>	
1 - Agriculture and Nature Conservation		Secondary Agriculture	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	24

**SPECIFIC OUTCOME 1**

Outline the background and structure of the citrus exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the citrus export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of citrus and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Select a representative sample of citrus for inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of citrus for compliance to export standards.

**SPECIFIC OUTCOME 6**

Identify the various external abnormalities and non conformities that commonly occur on citrus.

**SPECIFIC OUTCOME 7**

Determine the internal quality of citrus for compliance to export standards.

**SPECIFIC OUTCOME 8**

Monitor the cold chain regimens/protocols to maintain the condition of export citrus.

**SPECIFIC OUTCOME 9**

Determine the outcome of the quality assessment for a citrus consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	



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	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Assess the quality of peaches and nectarines for export***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243886	Assess the quality of peaches and nectarines for export		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>		<b>SUBFIELD</b>	
1 - Agriculture and Nature Conservation		Secondary Agriculture	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	16

**SPECIFIC OUTCOME 1**

Outline the background and structure of the peach and nectarine export industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the peach and nectarine export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of peaches and nectarines and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Select a representative sample of peaches or nectarines for inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of peaches and nectarines for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of peaches and nectarines for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimens/protocols to maintain the condition of export peaches and nectarines.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for a peach or nectarine consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Monitor and manage the cold chain in perishable produce exportation**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243887	Monitor and manage the cold chain in perishable produce exportation		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>		<b>SUBFIELD</b>	
1 - Agriculture and Nature Conservation		Secondary Agriculture	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	18

**SPECIFIC OUTCOME 1**

Identify the logistical documentation that is used in the cold chain and describe the relevant sections that seek to ensure compliance to the regulations.

**SPECIFIC OUTCOME 2**

Describe the operational requirements to attain an effective cooling cycle.

**SPECIFIC OUTCOME 3**

Apply refrigeration management practices to maintain the cold chain.

**SPECIFIC OUTCOME 4**

Inspect and certify the cold chain equipment, infrastructure and instrumentation.

**SPECIFIC OUTCOME 5**

Conduct an inspection of perishable products for loading approval.

**SPECIFIC OUTCOME 6**

Apply temperature management practices for the maintenance of the cold chain.

**SPECIFIC OUTCOME 7**

Supervise and monitor the cold chain handling processes.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Core	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Install and monitor a total quality management system for perishable produce exportation***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243888	Install and monitor a total quality management system for perishable produce exportation		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>		<b>SUBFIELD</b>	
1 - Agriculture and Nature Conservation		Secondary Agriculture	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	18

**SPECIFIC OUTCOME 1**

Describe how legislative requirements contribute to the establishment of a total quality management system in the perishable produce export environment.

**SPECIFIC OUTCOME 2**

Indicate the best practices required by South Africa's export markets and the need to integrate these in a TQMS.

**SPECIFIC OUTCOME 3**

Outline the preparation that is required to establish a TQMS.

**SPECIFIC OUTCOME 4**

Design and plan the TQMS to suit the organisational structures.

**SPECIFIC OUTCOME 5**

Implement the designed processes to achieve total quality management.

**SPECIFIC OUTCOME 6**

Monitor and manage the operation of the TQMS.

**SPECIFIC OUTCOME 7**

Audit the TQMS to validate the process.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Core	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

## UNIT STANDARD:

*Assess the quality of apples for export*

SAQA US ID	UNIT STANDARD TITLE		
243889	Assess the quality of apples for export		
ORIGINATOR	PROVIDER		
SGB for Secondary Agriculture: Processing			
FIELD	SUBFIELD		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	18

**SPECIFIC OUTCOME 1**

Outline the background and structure of the apple exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the apple export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of apples and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Draw a representative sample of apples for export inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of apples for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of apples for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimens/protocols to maintain the condition of export apples.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for an apple consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL	STATUS	END DATE
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Assess the quality of pears for export***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243891	Assess the quality of pears for export		
<b>ORIGINATOR</b>			<b>PROVIDER</b>
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>			<b>SUBFIELD</b>
1 - Agriculture and Nature Conservation			Secondary Agriculture
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	18

**SPECIFIC OUTCOME 1**

Outline the background and structure of the pear exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the pear export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of pears and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Draw a representative sample of pears for export inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of pears for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of pears for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimes/protocols to maintain the condition of export pears.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for a pear consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL	STATUS	END DATE
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:**

***Evaluate the affect that various factors have on the viability of perishable produce exportation***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243893	Evaluate the affect that various factors have on the viability of perishable produce exportation		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>	<b>SUBFIELD</b>		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	10

**SPECIFIC OUTCOME 1**

Describe the impact that global factors have on South Africa's exportation of perishable produce.

**SPECIFIC OUTCOME 2**

Identify the variances between South African export standards and the specific requirements of international markets and the implications thereof.

**SPECIFIC OUTCOME 3**

Indicate the significant influences that market forces exert and the subsequent effects that these have on perishable produce exportation.

**SPECIFIC OUTCOME 4**

Outline the external factors and the resultant effects that these have on the potential for South African exportation.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Core	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Assess the quality of table grapes for export**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243894	Assess the quality of table grapes for export		
<b>ORIGINATOR</b>			<b>PROVIDER</b>
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>			<b>SUBFIELD</b>
1 - Agriculture and Nature Conservation			Secondary Agriculture
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	24

**SPECIFIC OUTCOME 1**

Outline the background and structure of the table grape exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the table grape export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of table grapes and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Select a representative sample of table grapes for inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of table grapes for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of table grapes for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimens/protocols to maintain the condition of export table grapes.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for a table grapes consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	





## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:****Assess the quality of mangoes for export**

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243895	Assess the quality of mangoes for export		
<b>ORIGINATOR</b>	<b>PROVIDER</b>		
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>	<b>SUBFIELD</b>		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	16

**SPECIFIC OUTCOME 1**

Outline the background and structure of the mangoes exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the mango export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of mangoes and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Draw a representative sample of mangoes for export inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of mangoes for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of mangoes for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimens/protocols to maintain the condition of export mangoes.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for a mango consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Assess the quality of apricots for export***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243896	Assess the quality of apricots for export		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>		<b>SUBFIELD</b>	
1 - Agriculture and Nature Conservation		Secondary Agriculture	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	16

**SPECIFIC OUTCOME 1**

Outline the background and structure of the apricot exporting industry.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the apricot export industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for the exportation of apricots and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Select a representative sample of apricots for inspection.

**SPECIFIC OUTCOME 5**

Determine the external quality of apricots for compliance to export standards.

**SPECIFIC OUTCOME 6**

Determine the internal quality of apricots for compliance to export standards.

**SPECIFIC OUTCOME 7**

Monitor the cold chain regimens/protocols to maintain the condition of export apricots.

**SPECIFIC OUTCOME 8**

Determine the outcome of the quality assessment for an apricot consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	ID	QUALIFICATION TITLE	LEVEL	STATUS	END DATE
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Assess the quality of groundnuts for the local and export markets***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243906	Assess the quality of groundnuts for the local and export markets		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>	<b>SUBFIELD</b>		
1 - Agriculture and Nature Conservation	Secondary Agriculture		
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	15

**SPECIFIC OUTCOME 1**

Outline the background and structure of the local and export groundnut industries.

**SPECIFIC OUTCOME 2**

Demonstrate an understanding of the definitions and applications of the terminology used in the of groundnut industry.

**SPECIFIC OUTCOME 3**

Describe the legislative and logistical requirements for local and export markets and the necessary processes to ensure compliance.

**SPECIFIC OUTCOME 4**

Draw a representative sample of groundnuts for inspection.

**SPECIFIC OUTCOME 5**

Determine the quality of groundnuts for compliance to local and export market requirements.

**SPECIFIC OUTCOME 6**

Describe the transport and ship loading procedures for a groundnut consignment.

**SPECIFIC OUTCOME 7**

Determine the outcome of the quality assessment of a groundnut consignment.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Elective	58350	Further Education and Training Certificate: Perishable Produce Exportation	Level 4	Draft - Prep for P Comment	
Elective	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	



## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**UNIT STANDARD:*****Provide customer care in the perishable produce export industry***

<b>SAQA US ID</b>	<b>UNIT STANDARD TITLE</b>		
243907	Provide customer care in the perishable produce export industry		
<b>ORIGINATOR</b>		<b>PROVIDER</b>	
SGB for Secondary Agriculture: Processing			
<b>FIELD</b>		<b>SUBFIELD</b>	
1 - Agriculture and Nature Conservation		Secondary Agriculture	
<b>ABET BAND</b>	<b>UNIT STANDARD TYPE</b>	<b>NQF LEVEL</b>	<b>CREDITS</b>
Undefined	Regular	Level 5	5

**SPECIFIC OUTCOME 1**

Apply communication skills in various work environments.

**SPECIFIC OUTCOME 2**

Indicate the appropriate ethics to be used when interacting with customers.

**SPECIFIC OUTCOME 3**

Show an understanding of the appreciation of diversity.

**SPECIFIC OUTCOME 4**

Provide an appropriate response to customer feedback.

**SPECIFIC OUTCOME 5**

Apply conflict management practices in managing customer complaints.

**SPECIFIC OUTCOME 6**

Provide additional value in conducting customer care.

**QUALIFICATIONS UTILISING THIS UNIT STANDARD**

	<b>ID</b>	<b>QUALIFICATION TITLE</b>	<b>LEVEL</b>	<b>STATUS</b>	<b>END DATE</b>
Core	58348	National Certificate: Perishable Produce Export Technology	Level 5	Draft - Prep for P Comment	