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| | | Curriculum Document | | |
| Curriculum Code | | Curriculum Title | | Logos |
| 432102000 | | Dispatching and Receiving Clerk | |  |
| | Name | Email | Phone | Logo |
| Development Quality Partner | Wholesale and Retail SETA | imarrian@wrseta.org.za | 0126229500 |  |

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SECTION 1: CURRICULUM SUMMARY

1. Occupational Information

1.1 Associated Occupation

432102: Dispatching and Receiving Clerk

1.2 Occupation or Specialisation Addressed by this Curriculum

432102000: Dispatching and Receiving Clerk

1.3 Alternative Titles used by Industry

- Dispatch clerk/officer/operator/assistant/worker
- Inwards goods clerk
- Goods Receiving clerk
- Receiving clerk
- Shipping and Receiving Clerk
- Goods Dispatch Clerk
- Dispatching and Receiving Clerk
- Dispatching and Receiving Officer

2. Curriculum Information

2.1 Curriculum Structure

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 432102000-KM-01, The receiving and dispatch environment, NQF Level 2, Credits 4
- 432102000-KM-02, Concepts of shrinkage and losses, NQF Level 3, Credits 2
- 432102000-KM-03, Principles of receiving and checking deliveries, NQF Level 3, Credits 4
- 432102000-KM-04, Principles of dispatching stock, NQF Level 3, Credits 2

Total number of credits for Knowledge Modules: 12

Practical Skill Modules:

- 432102000-PM-01, Receive stock, NQF Level 3, Credits 2
- 432102000-PM-02, Prepare items for dispatch, NQF Level 3, Credits 2
- 432102000-PM-03, Prevent shrinkage and losses, NQF Level 3, Credits 3

Total number of credits for Practical Skill Modules: 7

This qualification also requires the following Work Experience Modules:

- 432102000-WM-01, Processes and procedures for receiving stock, NQF Level 3, Credits 8
- 432102000-WM-02, Processes and procedures for dispatching stock, NQF Level 3, Credits 7

Total number of credits for Work Experience Modules: 15

2.2 Entry Requirements

NQF level 2

3. Assessment Quality Partner Information

Name of body: Wholesale and Retail SETA

Address of body: Riverside Office Park, Hennops House, 1303 Heuwel Avenue, Cnr. Lenchen South and Heuwel Avenue Centurion, Pretoria 0157

Contact person name: Inger Marrian

Contact person work telephone number: 0126229500

4. Part Qualification Curriculum Structure

Part Qualification 1:

Title:

Receiving Clerk, NQF Level 3, Credits 23

Purpose:

The purpose of this part qualification is to prepare a learner to operate as a Receiving Clerk A Receiving Clerk records and receives goods from a business while minimising losses to the establishment and maintaining stock records.

Applicable Modules (Rules of Combination)

Knowledge Modules:

- 432102000-KM-01, The receiving and dispatch environment, NQF Level 2, Credits 4
- 432102000-KM-02, Concepts of shrinkage and losses, NQF Level 3, Credits 2
- 432102000-KM-03, Principles of receiving and checking deliveries, NQF Level 3, Credits 4

Total number of credits for Knowledge Modules: 10

Practical Skill Modules:

- 432102000-PM-01, Receive stock, NQF Level 3, Credits 2
- 432102000-PM-03, Prevent shrinkage and losses, NQF Level 3, Credits 3

Total number of credits for Practical Skill Modules: 5

This qualification also requires the following Work Experience Modules:

- 432102000-WM-01, Processes and procedures for receiving stock, NQF Level 3, Credits 8

Total number of credits for Work Experience Modules: 8

Assessment Qualification Standards:

- Receive stock and record the receipt in a manner that minimises losses and maintains accurate stock records. (50%)

Part Qualification 2:

Title:

Dispatch Clerk, NQF Level 3, Credits 20

Purpose:

The purpose of this part qualification is to prepare a learner to operate as a Dispatching Clerk A Dispatching Clerk dispatches goods from a business while minimising losses to the establishment and maintaining stock records.

Applicable Modules (Rules of Combination)

Knowledge Modules:

- 432102000-KM-01, The receiving and dispatch environment, NQF Level 2, Credits 4
- 432102000-KM-02, Concepts of shrinkage and losses, NQF Level 3, Credits 2
- 432102000-KM-04, Principles of dispatching stock, NQF Level 3, Credits 2

Total number of credits for Knowledge Modules: 8

Practical Skill Modules:

- 432102000-PM-02, Prepare items for dispatch, NQF Level 3, Credits 2
- 432102000-PM-03, Prevent shrinkage and losses, NQF Level 3, Credits 3

Total number of credits for Practical Skill Modules: 5

This qualification also requires the following Work Experience Modules:

- 432102000-WM-02, Processes and procedures for dispatching stock, NQF Level 3, Credits 7

Total number of credits for Work Experience Modules: 7

Assessment Qualification Standards:

- Dispatch stock and record the dispatch in a manner that minimises losses and maintains accurate stock records (50%)

SECTION 2: OCCUPATIONAL PROFILE

1. Occupational Purpose

Records the receipt of goods into a business and the dispatch of goods from a business while minimising losses to the establishment and maintaining stock records.

2. Occupational Tasks

- Receive deliveries of stock into the business (NQF Level 3)
- Dispatch stock from the business (NQF Level 3)

3. Occupational Task Details

3.1. Receive deliveries of stock into the business (NQF Level 3)

Unique Product or Service:

Accurately received and recorded stock

Occupational Responsibilities:

- Receive stock
- Prevent shrinkage and losses

Occupational Contexts:

- Processes and procedures for receiving stock.

3.2. Dispatch stock from the business (NQF Level 3)

Unique Product or Service:

Accurately packed, labelled and recorded dispatched stock

Occupational Responsibilities:

- Prepare items for dispatch

Occupational Contexts:

- Processes and procedures for dispatching stock

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 432102000-KM-01, The receiving and dispatch environment, NQF Level 2, Credits 4
- 432102000-KM-02, Concepts of shrinkage and losses, NQF Level 3, Credits 2
- 432102000-KM-03, Principles of receiving and checking deliveries, NQF Level 3, Credits 4
- 432102000-KM-04, Principles of dispatching stock, NQF Level 3, Credits 2

1. 432102000-KM-01, The receiving and dispatch environment, NQF Level 2, Credits 4

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the environment in which the process of receiving and dispatching of goods exists. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 6 days.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: The role players and how they impact on the efficiency of the supply chain (30%)
- KM-01-KT02: The flow of stock, cash and information through the supply chain (10%)
- KM-01-KT03: The impact of the receiving and dispatch clerk on the supply chain (10%)
- KM-01-KT04: The internal customers of the receiving and dispatch clerk and his/her role in providing an acceptable level of service (20%)
- KM-01-KT05: The concepts of warehousing and cross docking (20%)
- KM-01-KT06: The concept of perpetual inventory (10%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: The role players and how they impact on the efficiency of the supply chain (30%)

Topic elements to be covered include:

- KT0101 The role players in the dry goods supply chain
- KT0102 The role players in the cold chain
- KT0103 The impact of the different role players on the efficiency of the supply chain
- KT0104 The concept of outsourced delivery agents and their special requirements

Internal Assessment Criteria and Weight

- IAC0101 List the role players in the dry goods supply chain
- IAC0102 List the role players in the cold chain
- IAC0103 Explain how the various role players can impact on the efficiency of the supply chain
- IAC0104 Explain the special requirements when stock is delivered by an outsourced agent

(Weight 30%)

1.2.2. KM-01-KT02: The flow of stock, cash and information through the supply chain (10%)

Topic elements to be covered include:

- KT0201 The flow of stock through the supply chain

- KT0202 The flow of finance through the supply chain
- KT0203 The flow of information through the supply chain

Internal Assessment Criteria and Weight

- IAC0201 Describe the flow of stock through the supply chain
- IAC0202 Describe the flow of finance through the supply chain
- IAC0203 Explain the flow of information through the supply chain
- IAC0204 Explain the importance of accurate information.

(Weight 10%)

1.2.3. KM-01-KT03: The impact of the receiving and dispatch clerk on the supply chain (10%)

Topic elements to be covered include:

- KT0301 The effect of checking and recording of goods received on the supply chain
- KT0302 The effect of checking and recording of goods dispatched on the supply chain

Internal Assessment Criteria and Weight

- IAC0301 Explain how the checking and recording of goods received impacts on the efficiency of the supply chain
- IAC0302 Explain how the checking and recording of goods dispatched impacts on the efficiency of the supply chain

(Weight 10%)

1.2.4. KM-01-KT04: The internal customers of the receiving and dispatch clerk and his/her role in providing an acceptable level of service (20%)

Topic elements to be covered include:

- KT0401 The different internal customers of the receiving and dispatch clerk
- KT0402 Roles of the various internal customers of the receiving and dispatch clerk
- KT0403 Customer expectations of the receiving and dispatch clerk

Internal Assessment Criteria and Weight

- IAC0401 List the different internal customers of the receiving and dispatch clerk
- IAC0402 Explain the roles of the various internal customers of the receiving and dispatch clerk.
- IAC0403 Describe customer expectations of the receiving and dispatch clerk.

(Weight 20%)

1.2.5. KM-01-KT05: The concepts of warehousing and cross docking (20%)

Topic elements to be covered include:

- KT0501 The concept of warehousing
- KT0502 The concept of cross docking
- KT0503 The impact of warehousing and cross docking on the finances of a business
- KT0504 The advantages and disadvantages of warehousing and cross docking

Internal Assessment Criteria and Weight

- IAC0501 Explain the concept of warehousing and when warehousing is required
- IAC0502 Explain the concept of cross docking and when cross docking should be used.
- IAC0503 Explain how cross docking and warehousing each impact on the finances of a business.
- IAC0504 Discuss the advantages and disadvantages of both cross docking and warehousing

(Weight 20%)

1.2.6. KM-01-KT06: The concept of perpetual inventory (10%)

Topic elements to be covered include:

- KT0601 The concept of perpetual inventory
- KT0602 The advantages of perpetual inventory
- KT0603 The impact of the receiving and dispatch processes on perpetual inventory

Internal Assessment Criteria and Weight

- IAC0601 Explain the concept of perpetual inventory
- IAC0602 Discuss the advantages of perpetual inventory
- IAC0603 Explain the impact of the receiving and dispatch processes on perpetual inventory

(Weight 10%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Training materials, Learner Guide, Facilitator Guide, Hand outs, Visual Aids.
- Diagrams of the various supply chains. Diagram of the flow of stock, cash and information through the supply chain

Human Resource Requirements:

- Facilitators must have relevant industry experience related to the subject.

- Ratio of 1 facilitator to maximum of 30 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- A legal business entity
- Meet health and safety standards

1.4 Exemptions

- None

2. 432102000-KM-02, Concepts of shrinkage and losses, NQF Level 3, Credits 2

2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of housekeeping and shrinkage and their impact on the business. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 2.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Causes and prevention of Shrinkage (60%)
- KM-02-KT02: General standards of housekeeping (40%)

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Causes and prevention of Shrinkage (60%)

Topic elements to be covered include:

- KT0101 The concept of Shrinkage and losses
- KT0102 How shrinkage and losses affect staff and the organisation
- KT0103 General causes of shrinkage

Internal Assessment Criteria and Weight

- IAC0101 Explain the concept of shrinkage and losses
- IAC0102 Explain how shrinkage and losses affects the organisation and its staff.
- IAC0103 List 4 general causes of shrinkage in a business including damages, theft, breaches in security and poor administration

(Weight 60%)

2.2.2. KM-02-KT02: General standards of housekeeping (40%)

Topic elements to be covered include:

- KT0201 Generic Housekeeping standards in the receiving and dispatch department
- KT0202 The impact of housekeeping on accurate receiving and dispatching
- KT0203 The impact of housekeeping on damages, shrinkage and safety
- KT0204 The impact of housekeeping on a vermin/pest free work area

Internal Assessment Criteria and Weight

- IAC0201 Explain the standards of housekeeping required in a receiving and dispatch department.

- IAC0202 Explain how an untidy work area can impact on the ability to receive and dispatch stock accurately.
- IAC0203 Explain how an untidy work area can impact on damages, shrinkage and safety
- IAC0204 Explain how an untidy work area can encourage the presence of vermin/pests and how they impact on the business.

(Weight 40%)

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Training materials, Learner Guide, Facilitator Guide, Hand outs, Visual Aids.

Human Resource Requirements:

- Facilitators must have relevant industry experience related to the subject.
- Ratio of 1 facilitator to maximum of 30 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- A legal business entity
- Meet health and safety standards

2.4 Exemptions

- None

3. 432102000-KM-03, Principles of receiving and checking deliveries, NQF Level 3, Credits 4

3.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the process for receiving, checking and recording of deliveries in a manner that minimises the chance of shrinkage and the moving of stock. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: The receiving and checking of deliveries (70%)
- KM-03-KT02: Discrepancies/variances (20%)
- KM-03-KT03: The moving of stock (10%)

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: The receiving and checking of deliveries (70%)

Topic elements to be covered include:

- KT0101 Generally accepted methods for receiving and recording deliveries that minimises shrinkage in both a manual and a computerised environment
- KT0102 Typical methods for handling and validating the documentation that minimises shrinkage in both a manual and a computerised environment
- KT0103 Typical methods for off-loading and sorting stock being delivered that minimises shrinkage
- KT0104 Elements to check to minimise shrinkage when checking in a delivery

Internal Assessment Criteria and Weight

- IAC0101 Describe methods for receiving and recording deliveries in a manual environment
- IAC0102 Describe methods for receiving and recording deliveries in a computerised environment
- IAC0103 Explain how to best sort stock being off-loaded in order to receive and check accurately
- IAC0104 List 4 elements you will verify when receiving and checking a delivery
- IAC0105 Explain how the store and supplier documents should be handled
- IAC0106 List 5 measures to minimise shrinkage while accepting deliveries

(Weight 70%)

3.2.2. KM-03-KT02: Discrepancies/variances (20%)

Topic elements to be covered include:

- KT0201 The concept and examples of discrepancies/variances on a delivery

- KT0202 Methods for handling and recording discrepancies/variances
- KT0203 Methods of supplier validation of discrepancies/variances

Internal Assessment Criteria and Weight

- IAC0201 Explain the concept of a discrepancy/variance on a delivery
- IAC0202 Give 4 examples of discrepancies/variances on deliveries and explain how to handle each of the 4 examples given
- IAC0203 Explain ways in which supplier could validate a discrepancy/variance

(Weight 20%)

3.2.3. KM-03-KT03: The moving of stock (10%)

Topic elements to be covered include:

- KT0301 Principles of handling stock according to the characteristics of the stock
- KT0302 Types of equipment used to move stock in the industry
- KT0303 The impact on the user and business of using equipment incorrectly and in an unsafe manner

Internal Assessment Criteria and Weight

- IAC0301 Explain by giving 3 examples of stock that has specific moving requirements how each should be moved
- IAC0302 List 3 different types of equipment used to move stock
- IAC0303 Explain how using equipment incorrectly and in an unsafe manner could impact on the user and the business and what you will do if equipment is faulty.

(Weight 10%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Training materials, Learner Guide, Facilitator Guide, Hand outs, Visual Aids.
- Examples of documentation used.

Human Resource Requirements:

- Facilitators must have relevant industry experience related to the subject.
- Ratio of 1 facilitator to maximum of 30 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.

- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- A legal business entity
- Meet health and safety standards

3.4 Exemptions

- None

4. 432102000-KM-04, Principles of dispatching stock, NQF Level 3, Credits 2

4.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the process for recording and labelling and dispatching stock from a business. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 2.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-04-KT01: Principles for recording dispatches (80%)
- KM-04-KT02: Principles of packing and labelling dispatches (20%)

4.2 Guidelines for Topics

4.2.1. KM-04-KT01: Principles for recording dispatches (80%)

Topic elements to be covered include:

- KT0101 Reasons for dispatching stock
- KT0102 Generally accepted methods for recording items to be dispatched in a manual and computerised environment.

Internal Assessment Criteria and Weight

- IAC0101 List the reasons why a business would dispatch stock
- IAC0102 Explain how to record items for dispatch in a manual environment
- IAC0103 Explain how to record items for dispatch in a computerised environment

(Weight 80%)

4.2.2. KM-04-KT02: Principles of packing and labelling dispatches (20%)

Topic elements to be covered include:

- KT0201 Generally accepted methods of packaging for protecting different types of stock being dispatched.
- KT0202 Generally accepted methods for labelling dispatches.
- KT0203 Ways in which transport agents charge for delivering stock and its impact on the manner in which the stock must be packed.

Internal Assessment Criteria and Weight

- IAC0201 List 3 examples of stock requiring various protective packaging and explain how they should be packed
- IAC0202 Explain how containers for dispatch should be labelled

- IAC0203 Explain how delivery agents charge for their services and how the dispatch clerk would pack the stock so as to dispatch in the most cost effective manner

(Weight 20%)

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Training materials, Learner Guide, Facilitator Guide, Hand outs, Visual Aids.
- Examples of documentation used.

Human Resource Requirements:

- Facilitators must have relevant industry experience related to the subject.
- Ratio of 1 facilitator to maximum of 30 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- A legal business entity
- Meet health and safety standards

4.4 Exemptions

- None

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

- 432102000-PM-01, Receive stock, NQF Level 3, Credits 2
- 432102000-PM-02, Prepare items for dispatch, NQF Level 3, Credits 2
- 432102000-PM-03, Prevent shrinkage and losses, NQF Level 3, Credits 3

1. 432102000-PM-01, Receive stock, NQF Level 3, Credits 2

1.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practice receiving and checking deliveries, recording stock received. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 2.5 days.

The learner will be required to:

- PM-01-PS01: Record receipt of deliveries
- PM-01-PS02: Check deliveries and record discrepancies/variances

1.2 Guidelines for Practical Skills

1.2.1. PM-01-PS01: Record receipt of deliveries

Scope of Practical Skill

Given a minimum of 3 supplier delivery documentation, stationary for recording the receipt of deliveries and company orders the learner must be able to:

- PA0101 Check and confirm the delivery is for the store
- PA0102 Record receipt of the delivery

Applied Knowledge

- AK0101 Techniques for evaluation whether a delivery should be accepted or rejected
- AK0102 Procedures for recording the receipt of a delivery

Internal Assessment Criteria

- IAC0101 All valid deliveries and invalid deliveries are identified along with valid reasons why each was or was not accepted as per the documentation provided.
- IAC0102 The valid deliveries are recorded according to the requirements of the relevant documentation

1.2.2. PM-01-PS02: Check deliveries and record discrepancies/variances

Scope of Practical Skill

Given copies of a minimum of 3 supplier delivery notes, lists of stock being delivered, store orders and blank discrepancy notes the learner must be able to:

- PA0201 Compare the stock being delivered to the store order form and identify items/quantities that are incorrect.
- PA0202 Compare the items being delivered to the supplier delivery note and identify factors that do not match

- PA0203 Correctly handle and record all discrepancies/variances

Applied Knowledge

- AK0201 Procedure for identifying what stock has been ordered and charged and identifying what items must not be accepted
- AK0202 Processes and procedures for handling and recording discrepancies on deliveries

Internal Assessment Criteria

- IAC0201 All items not ordered are identified and not accepted as per the given documentation
- IAC0202 All discrepancies on delivery notes are identified as per the given documentation
- IAC0203 Supplier delivery notes and store discrepancy advices are completed and signed off by the learner with all relevant information recorded.

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Company orders
- Supplier delivery documentation
- Stationery for recording the receipt of deliveries
- Lists of stock being delivered
- Blank discrepancy notes
- Learning material covering the receiving of stock

Human Resource Requirements:

- Facilitators must have relevant industry experience related to the subject.
- Ratio of 1 facilitator to maximum of 15 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- A legal business entity
- Meet health and safety standards

1.4 Exemptions

- None

2. 432102000-PM-02, Prepare items for dispatch, NQF Level 3, Credits 2

2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practise labelling and recording goods for dispatch. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 2.5 days.

The learner will be required to:

- PM-02-PS01: Record items for dispatch
- PM-02-PS02: Complete labels for dispatches

2.2 Guidelines for Practical Skills

2.2.1. PM-02-PS01: Record items for dispatch

Scope of Practical Skill

Given a minimum of 3 blank dispatch notes and information of what products must be dispatched along with details such as colour, size and quantities and their destination the learner must be able to:

- PA0101 Record details of the destination of the products.
- PA0102 Record full details and quantities of products being dispatched
- PA0103 Record details required of organisation collecting the products

Applied Knowledge

- AK0101 Techniques for identifying details to be recorded
- AK0102 Procedures for completing dispatch notes

Internal Assessment Criteria

- IAC0101 The destinations of the items being dispatched are recorded on all 3 documents as per the given information
- IAC0102 The 3 dispatch notes are completed with all relevant information on the products and quantities
- IAC0103 All details that the organisation collecting the goods would complete are correctly recorded on all 3 dispatch advices

2.2.2. PM-02-PS02: Complete labels for dispatches

Scope of Practical Skill

Given 3 blank labels, assorted stationery and a minimum of 3 different completed dispatch notes and details of the containers into which the products are packed the learner must be able to:

- PA0201 Complete labels with appropriate information

- PA0202 Choose the stationery appropriate to the container being labelled

Applied Knowledge

- AK0201 Procedures for labelling containers for dispatch
- AK0202 Methods for marking different types of containers
- AK0203 Techniques for completing labels

Internal Assessment Criteria

- IAC0201 The labels are completed with destination and dispatch advice number.
- IAC0202 The stationery chosen to label the containers is appropriate for the containers used

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Blank dispatch notes
- List of items to be dispatched along with relevant details
- Learning material covering the dispatch of stock

Human Resource Requirements:

- Facilitators must have relevant industry experience related to the subject.
- Ratio of 1 facilitator to maximum of 15 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- A legal business entity
- Meet health and safety standards

2.4 Exemptions

- None

3. 432102000-PM-03, Prevent shrinkage and losses, NQF Level 3, Credits 3

3.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practise preventing shrinkage and losses. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 2.5 days.

The learner will be required to:

- PM-03-PS01: Identify causes of shrinkage and make recommendations for prevention of shrinkage while goods are being received
- PM-03-PS02: Identify causes of shrinkage and make recommendations for prevention of shrinkage while goods are being dispatched

3.2 Guidelines for Practical Skills

3.2.1. PM-03-PS01: Identify causes of shrinkage and make recommendations for prevention of shrinkage while goods are being received

Scope of Practical Skill

Given a written or DVD case study demonstrating a receiving clerk accepting and checking deliveries with some practices being incorrect, resulting in shrinkage the learner must be able to:

- PA0101 Identify all practices that could cause shrinkage
- PA0102 Make recommendations to minimise the chance of shrinkage

Applied Knowledge

- AK0101 Techniques for analysing case studies
- AK0102 Processes for minimising shrinkage when receiving stock
- AK0103 Procedures for receiving deliveries

Internal Assessment Criteria

- IAC0101 All incorrect practices are identified as per the given case study.
- IAC0102 The processes proposed by the learner are practical and will minimise the chance of shrinkage

3.2.2. PM-03-PS02: Identify causes of shrinkage and make recommendations for prevention of shrinkage while goods are being dispatched

Scope of Practical Skill

Given a written or DVD case study demonstrating a dispatch clerk preparing and dispatching deliveries with some practices being incorrect, resulting in shrinkage the learner must be able to:

- PA0201 Identify all practices that could cause shrinkage

- PA0202 Identify what they would have done to minimise the chance of shrinkage

Applied Knowledge

- AK0201 Techniques for analysing case studies
- AK0202 Processes for minimising shrinkage when dispatching stock
- AK0203 Procedures for dispatching deliveries

Internal Assessment Criteria

- IAC0201 All incorrect practices are identified as per the case study
- IAC0202 The processes proposed by the learner are practical and will minimise the chance of shrinkage

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Relevant case studies and/or DVDs
- Learning material covering preventing shrinkage while receiving and dispatching stock

Human Resource Requirements:

- Facilitators must have relevant industry experience related to the subject.
- Ratio of 1 facilitator to maximum of 15 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- A legal business entity
- Meet health and safety standards

3.4 Exemptions

- None

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

- 432102000-WM-01, Processes and procedures for receiving stock, NQF Level 3, Credits 8
- 432102000-WM-02, Processes and procedures for dispatching stock, NQF Level 3, Credits 7

1. 432102000-WM-01, Processes and procedures for receiving stock, NQF Level 3, Credits 8

1.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to the recording, checking and moving of stock being received so that losses are minimised and stock records are accurately maintained. The Learner will be required to successfully complete each Work Experience for at least 2 weeks under supervision before operating for 2 weeks independently. Contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) is 10 days. The two workplace modules may run concurrently.

The learner will be required to:

- WM-01-WE01: Receive, check and record deliveries received
- WM-01-WE02: Prevents shrinkage and losses while receiving stock

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Receive, check and record deliveries received

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Receive, check and record deliveries without discrepancies/variances
- WA0102 Receive, check and record the receipt of deliveries with discrepancies/variances

Supporting Evidence

- SE0101 Photocopies/computer printouts of all documentation completed by the learner for 3 deliveries without discrepancies/variances authenticated by the learner's supervisor
- SE0102 Photocopies/computer printouts of all documentation completed by the learner for two deliveries with discrepancies/variances authenticated by the learner's supervisor

1.2.2. WM-01-WE02: Prevents shrinkage and losses while receiving stock

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Move received stock from the receiving bay
- WA0202 Maintain organisational housekeeping standards
- WA0203 Minimise losses when receiving deliveries

Supporting Evidence

- SE0201 A report listing the stock the learner has moved with its specific characteristics and detailing how the learner moved it, signed off by the learner's supervisor

- SE0202 A report by the learner's supervisor stating that the learner maintains the required standards of housekeeping.
- SE0203 A checklist designed by the learner detailing all aspects of housekeeping required in the receiving department signed off by the supervisor.
- SE0204 A report from the learner's supervisors stating that the learner implements all company security measures when receiving deliveries.

1.3 Contextualised Workplace Knowledge

1 Organisation protective clothing

2 Organisational standards for housekeeping in the receiving area

3 Organisational policies and procedures for receiving and checking deliveries

4 Organisational policies and procedures for loss prevention

5 Organisational policies and procedures for off-loading and sorting stock

6 Organisational policies and procedures for moving stock

7 Organisational policies and procedures for recording discrepancies/variances

8 Organisational policies and procedures for using moving equipment

1.4 Criteria for Workplace Approval

Physical Requirements:

- Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation.
- Operational retail store, with all operational systems in the receiving areas

Human Resource Requirements:

- Supervisor/Manager with at least 1 year experience of receiving procedures

Legal Requirements:

- Registered as a formal business
- Compliant with all relevant legal requirements for a retail store

1.5 Additional Assignments to be Assessed Externally

None

2. 432102000-WM-02, Processes and procedures for dispatching stock, NQF Level 3, Credits 7

2.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to the recording, packing and labelling of dispatches so that losses are minimised and stock records are accurately maintained. The Learner will be required to successfully complete each Work Experience for at least 2 weeks under supervision before operating independently for a further 2 weeks. Contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) is 9 days. The two workplace modules may run concurrently.

The learner will be required to:

- WM-02-WE01: Pack, label and record stock for dispatch.
- WM-02-WE02: Dispatch stock

2.2 Guidelines for Work Experiences

2.2.1. WM-02-WE01: Pack, label and record stock for dispatch.

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Pack stock for dispatch in a manner that prevents losses
- WA0102 Label stock and or packaging being dispatched
- WA0103 Record products being dispatched

Supporting Evidence

- SE0101 Photos of products packed for dispatch authenticated by the learner's supervisor
- SE0102 Photos/photocopies of labels, packaging labelled authenticated by the learner's supervisor
- SE0103 Photocopies/computer printouts of all documentation completed by the learner for 6 dispatches.
- SE0104 A report by the learner's supervisor stating that the learner maintains the required standards of housekeeping.
- SE0105 A checklist designed by the learner detailing all aspects of housekeeping required in the dispatch department signed off by the supervisor.
- SE0106 A report from the learner's supervisors stating that the learner implements all company security measures when dispatching stock

2.2.2. WM-02-WE02: Dispatch stock

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Have documentation signed by agent collecting stock
- WA0202 Process documentation as per organisational policies and procedures

Supporting Evidence

- SE0201 Photocopies/computer printouts of all documentation completed by the agent collecting goods dispatched by the learner
- SE0202 A report by the learner's explaining how completed documentation is processed
- SE0203 A report from the learner's supervisors stating that the learner processes completed dispatch documentation correctly

2.3 Contextualised Workplace Knowledge

1 Organisation protective clothing

2 Organisational standards for housekeeping in the dispatch area

3 Organisational policies and procedures for the packing of items for dispatch

4 Organisational policies and procedures for labelling items for dispatch

5 Organisational policies and procedures completing dispatch documentation

2.4 Criteria for Workplace Approval

Physical Requirements:

- Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation.
- Operational retail store, with all operational systems in the receiving areas

Human Resource Requirements:

- Supervisor/Manager with at least 1 year experience of receiving procedures

Legal Requirements:

- Registered as a formal business
- Compliant with all relevant legal requirements for a retail store

2.5 Additional Assignments to be Assessed Externally

None

SECTION 4: STATEMENT OF WORK EXPERIENCE

| | |
|---------------------------|---------------------------------|
| Curriculum Number: | 432102000 |
| Curriculum Title: | Dispatching and Receiving Clerk |

| | |
|------------------------|--|
| Learner Details | |
| Name: | |
| ID Number: | |

| | |
|-------------------------|--|
| Employer Details | |
| Company Name: | |
| Address: | |
| Supervisor Name: | |
| Work Telephone: | |
| E-Mail: | |

432102000-WM-01, Processes and procedures for receiving stock, NQF Level 3, Credits 8

| | | | |
|------------|---|------|-----------|
| WM-01-WE01 | Receive, check and record deliveries received | | |
| | Scope Work Experience | Date | Signature |
| WA0101 | Receive, check and record deliveries without discrepancies/variances | | |
| WA0102 | Receive, check and record the receipt of deliveries with discrepancies/variances | | |
| | Supporting Evidence | Date | Signature |
| SE0101 | Photocopies/computer printouts of all documentation completed by the learner for 3 deliveries without discrepancies/variances authenticated by the learner's supervisor | | |
| SE0102 | Photocopies/computer printouts of all documentation completed by the learner for two deliveries with discrepancies/variances authenticated by the learner's supervisor | | |
| WM-01-WE02 | Prevents shrinkage and losses while receiving stock | | |
| | Scope Work Experience | Date | Signature |
| WA0201 | Move received stock from the receiving bay | | |
| WA0202 | Maintain organisational housekeeping standards | | |
| WA0203 | Minimise losses when receiving deliveries | | |
| | Supporting Evidence | Date | Signature |
| SE0201 | A report listing the stock the learner has moved with its specific characteristics and detailing how the learner moved it, signed off by the learner's supervisor | | |
| SE0202 | A report by the learner's supervisor stating that the learner maintains the required standards of housekeeping. | | |
| SE0203 | A checklist designed by the learner detailing all aspects of housekeeping required in the receiving department | | |

| | | | |
|--------|--|--|--|
| | signed off by the supervisor. | | |
| SE0204 | A report from the learner's supervisors stating that the learner implements all company security measures when receiving deliveries. | | |

| | Contextualised Workplace Knowledge | Date | Signature |
|---|--|------|-----------|
| 1 | Organisation protective clothing | | |
| 2 | Organisational standards for housekeeping in the receiving area | | |
| 3 | Organisational policies and procedures for receiving and checking deliveries | | |
| 4 | Organisational policies and procedures for loss prevention | | |
| 5 | Organisational policies and procedures for off-loading and sorting stock | | |
| 6 | Organisational policies and procedures for moving stock | | |
| 7 | Organisational policies and procedures for recording discrepancies/variances | | |
| 8 | Organisational policies and procedures for using moving equipment | | |

| | Additional Assignments to be Assessed Externally | Date | Signature |
|--|---|------|-----------|
| | | | |

432102000-WM-02, Processes and procedures for dispatching stock, NQF Level 3, Credits 7

| | | | |
|------------|---|------|-----------|
| WM-02-WE01 | Pack, label and record stock for dispatch. | | |
| | Scope Work Experience | Date | Signature |
| WA0101 | Pack stock for dispatch in a manner that prevents losses | | |
| WA0102 | Label stock and or packaging being dispatched | | |
| WA0103 | Record products being dispatched | | |
| | Supporting Evidence | Date | Signature |
| SE0101 | Photos of products packed for dispatch authenticated by the learner's supervisor | | |
| SE0102 | Photos/photocopies of labels, packaging labelled authenticated by the learner's supervisor | | |
| SE0103 | Photocopies/computer printouts of all documentation completed by the learner for 6 dispatches. | | |
| SE0104 | A report by the learner's supervisor stating that the learner maintains the required standards of housekeeping. | | |
| SE0105 | A checklist designed by the learner detailing all aspects of housekeeping required in the dispatch department signed off by the supervisor. | | |
| SE0106 | A report from the learner's supervisors stating that the learner implements all company security measures when dispatching stock | | |
| WM-02-WE02 | Dispatch stock | | |
| | Scope Work Experience | Date | Signature |
| WA0201 | Have documentation signed by agent collecting stock | | |
| WA0202 | Process documentation as per organisational policies and procedures | | |
| | Supporting Evidence | Date | Signature |

| | | | |
|--------|---|--|--|
| SE0201 | Photocopies/computer printouts of all documentation completed by the agent collecting goods dispatched by the learner | | |
| SE0202 | A report by the learner's explaining how completed documentation is processed | | |
| SE0203 | A report from the learner's supervisors stating that the learner processes completed dispatch documentation correctly | | |

| | Contextualised Workplace Knowledge | Date | Signature |
|---|--|------|-----------|
| 1 | Organisation protective clothing | | |
| 2 | Organisational standards for housekeeping in the dispatch area | | |
| 3 | Organisational policies and procedures for the packing of items for dispatch | | |
| 4 | Organisational policies and procedures for labelling items for dispatch | | |
| 5 | Organisational policies and procedures completing dispatch documentation | | |

| | Additional Assignments to be Assessed Externally | Date | Signature |
|--|---|------|-----------|
| | | | |