



		Curriculum Document		
Curriculum Code		Curriculum Title		Logo
833402000		Store Person		
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SECTION 1: CURRICULUM SUMMARY

1. Occupational Information

1.1 Associated Occupation

833402: Store Person

1.2 Occupation or Specialisation Addressed by this Curriculum

833402000: Store Person

1.3 Alternative Titles used by Industry

- Picker/Puller
- Stockroom Clerk
- Storeman
- Chiller Hand
- Manufacturing Store Person
- Order Picker or Assembler
- Stores Assistant
- Warehouse Assistant

2. Curriculum Information

2.1 Curriculum Structure

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

Knowledge Modules:

- 833402000-KM-01, Concepts of moving and packing stock in a stock storage area, NQF Level 2, Credits 3
- 833402000-KM-02, Concepts and methods of picking and counting stock, NQF Level 2, Credits 3
- 833402000-KM-03, Principles of maintaining a stock storage area, NQF Level 2, Credits 3

Total number of credits for Knowledge Modules: 9

Practical Skill Modules:

- 833402000-PM-01, Move stock in and out of stock storage areas, NQF Level 2, Credits 3
- 833402000-PM-02, Pack stock in a stock storage area, NQF Level 2, Credits 3
- 833402000-PM-03, Pick stock from a stock storage area, NQF Level 2, Credits 3
- 833402000-PM-04, Count stock, NQF Level 2, Credits 2
- 833402000-PM-05, Maintain the stock storage area, NQF Level 2, Credits 2

Total number of credits for Practical Skill Modules: 13

This qualification also requires the following Work Experience Modules:

- 833402000-WM-01, Processes and procedures for moving and packing different types of stock, NQF Level 2, Credits 9
- 833402000-WM-02, Processes and procedures for picking and counting stock, NQF Level 2, Credits 6
- 833402000-WM-03, Processes and procedures for performing housekeeping, maintaining a safe stock storage area, NQF Level 2, Credits 4

Total number of credits for Work Experience Modules: 19

2.2 Entry Requirements

NQF Level 1 with Mathematical Literacy

3. Assessment Quality Partner Information

Name of body: Wholesale and Retail SETA

Address of body: Hennops House, 1303 Heuwel Avenue, (Corner Lenchen South and Heuwel Avenue)
Centurion, Pretoria, 0157

Contact person name: Inger Marrian

Contact person work telephone number: 012 622 9500

4. Part Qualification Curriculum Structure

SECTION 2: OCCUPATIONAL PROFILE

1. Occupational Purpose

A Store Person Moves, packs, picks and maintains stock in a stock storage area.

2. Occupational Tasks

- Move and pack stock using specific methods and equipment for different types of stock. (NQF Level 2)
- Pick and count stock in a stock storage area. (NQF Level 2)
- Maintain a safe stock storage area. (NQF Level 2)

3. Occupational Task Details

3.1. Move and pack stock using specific methods and equipment for different types of stock (NQF Level 2)

Unique Product or Service:

- Safely moved and packed stock

Occupational Responsibilities:

- Move different types of stock using equipment safely
- Use different handling methods for different types of stock
- Pack away stock according to stock characteristics

Occupational Contexts:

- Processes and procedures for moving and packing different types of stock

3.2. Pick and count stock in a stock storage area (NQF Level 2)

Unique Product or Service:

- Accurately picked and counted stock meets requirements and maintains stock levels

Occupational Responsibilities:

- Pick stock
- Count stock

Occupational Contexts:

- Processes and procedures for picking and labelling stock from a stock storage area
- Processes and procedures for counting stock and recording counts

3.3. Maintain a safe stock storage area (NQF Level 2)

Unique Product or Service:

Well maintained stock storage area where losses are minimised.

Occupational Responsibilities:

- Maintain the stock storage area.
- Maintain a safe working environment.
- Minimise losses.

Occupational Contexts:

- Processes and procedures for performing housekeeping and maintaining a safe stock storage area.

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 833402000-KM-01, Concepts of moving and packing stock in a stock storage area, NQF Level 2, Credits 3
- 833402000-KM-02, Concepts and methods of picking and counting stock, NQF Level 2, Credits 3
- 833402000-KM-03, Principles of maintaining a stock storage area, NQF Level 2, Credits 3

1. 833402000-KM-01, Concepts of moving and packing stock in a stock storage area, NQF Level 2, Credits 3

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of moving and packing stock safely in a stock storage area. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 3.75 days.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: The concept and impact of the supply chain on wholesale and retail (15%)
- KM-01-KT02: The concept of shrinkage and losses (15%)
- KM-01-KT03: Moving stock safely in a stock storage area (35%)
- KM-01-KT04: Packing stock in a stock storage area (35%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: The concept and impact of the supply chain on wholesale and retail (15%)

Topic elements to be covered include:

- KT0101: The different supply chains applicable to the industry
- KT0102: The flow of stock through a wholesale or retail store
- KT0103: The role and impact of the Storeman (Picker/Puller) on the supply chain

Internal Assessment Criteria and Weight

- IAC0101: Illustrate a supply chain for dry goods in the wholesale and retail industry
- IAC0102: Illustrate a supply chain for cold chain goods in the wholesale and retail industry
- IAC0103: Explain how stock flows through the wholesale or retail store
- IAC0104: Explain how the Store Person (Picker/Puller) can impact on the efficiency of the supply chain

(Weight 15%)

1.2.2. KM-01-KT02: The concept of shrinkage and losses (15%)

Topic elements to be covered include:

- KT0201: The concept of shrinkage and losses
- KT0202: How shrinkage and losses affect the staff and organisation
- KT0203: The impact of access control on controlling losses (internal and external theft)

Internal Assessment Criteria and Weight

- IAC0201: Explain the concept of shrinkage and losses

- IAC0202: Explain how shrinkage and losses affect the organisation and the staff
- IAC0203: Explain what the impact of access control for internal staff and external individuals has on controlling losses in the stock storage area

(Weight 15%)

1.2.3. KM-01-KT03: Moving stock safely in a stock storage area (35%)

Topic elements to be covered include:

- KT0301: Types of equipment used for moving stock
- KT0302: The importance of using stock moving equipment correctly
- KT0303: How moving stock in an unsafe manner can impact on staff
- KT0304: The impact of stock characteristics on stock movement
- KT0305: Typical causes of losses when moving stock
- KT0306: The importance of reporting unsafe moving equipment

Internal Assessment Criteria and Weight

- IAC0301: List four (4) types of equipment used to move stock
- IAC0302: Explain the importance of using stock moving equipment correctly
- IAC0303: Provide two (2) examples of how moving stock in an unsafe manner can impact on staff
- IAC0304: Explain how moving stock in an unsafe manner affects staff and the organisation
- IAC0305: Describe how different stock characteristics impact on the way they are moved
- IAC0306: List three (3) examples of typical causes of loss when moving stock
- IAC0307: Describe the impact of using and not reporting unsafe moving equipment

(Weight 35%)

1.2.4. KM-01-KT04: Packing stock in a stock storage area (35%)

Topic elements to be covered include:

- KT0401: Generally accepted concepts of laying out a stock storage area
- KT0402: Typical methods for how areas are allocated to incoming stock
- KT0403: The importance of identifying the right packing areas to store different stock types
- KT0404: General stock packing and storage principles
- KT0405: The concept of breaking bulk
- KT0406: The concept and importance of stock rotation in a stock storage area

- KT0407: Typical causes of losses when packing and storing stock
- KT0408: Concepts of labelling stock before packing away

Internal Assessment Criteria and Weight

- IAC0401: Explain the generally accepted concepts for laying out a stock storage area and allocating areas to incoming stock
- IAC0402: List five (5) general stock packing and storage principles
- IAC0403: Explain the consequence of not identifying the right packing areas to store different stock types
- IAC0404: Explain the concepts of stock rotation and breaking bulk in a stock storage area
- IAC0405: List the typical causes of loss when packing and storing stock
- IAC0406: Explain the concept of labelling when packing away stock

(Weight 35%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Training materials, Learner Guide, Facilitator Guide, Handouts, Visual Aids.

Human Resource Requirements:

- Facilitators must have relevant industry and facilitation experience related to the subject.
- Ratio of 1 facilitator to a 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 one (1) year 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. 833402000-KM-02, Concepts and methods of picking and counting stock, NQF Level 2, Credits 3

2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the process for picking stock and counting stock in an efficient and accurate manner. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding as well as to prepare and complete assessments is 2.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Concepts of picking stock (70%)
- KM-02-KT02: Principles of counting stock (30%)

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Concepts of picking stock (70%)

Topic elements to be covered include:

- KT0101: The role of reserve and picking areas in a stock storage area
- KT0102: Generally accepted methods for picking stock in a stock storage area in both a manual and computerised environment
- KT0103: The difference in picking methods for a distribution centre (DC), large outlet and small outlet
- KT0104: The impact of different stock characteristics on the picking methods
- KT0105: Ways of minimising shrinkage and losses when picking stock
- KT0106: Concepts of labelling when picking stock

Internal Assessment Criteria and Weight

- IAC0101: Explain the role of reserve and picking areas in a stock storage area
- IAC0102: Describe generally accepted methods for picking stock in a computerised environment and the equipment that is used during a pick
- IAC0103: Describe generally accepted methods for picking stock in a manual environment and the equipment that is used during a pick
- IAC0104: Explain how different stock types need to be handled during a pick
- IAC0105: Explain ways of minimising loss and preventing damage to stock and equipment when picking stock
- IAC0106: Explain the concept of labelling when picking stock

(Weight 70%)

2.2.2. KM-02-KT02: Principles of counting stock (30%)

Topic elements to be covered include:

- KT0201: Reasons for stock counts
- KT0202: Principles for preparing the stock and counting area for a stock count
- KT0203: Types of equipment used during a stock count
- KT0204: Generally accepted ways of counting and recording counts

Internal Assessment Criteria and Weight

- IAC0201: List three (3) reasons for stock counts
- IAC0202: Explain how stock and the counting area should be prepared for a stock count
- IAC0203: List different types of equipment typically used during a count stock
- IAC0204: Explain 3 ways of counting and recording stock counts in the wholesale and retail industry

(Weight 30%)

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Training materials, Learner Guide, Facilitator Guide, Handouts, Visual Aids.

Human Resource Requirements:

- Facilitators must have relevant industry and facilitation experience related to the subject.
- Ratio of 1 facilitator to a 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 one (1) year 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. 833402000-KM-03, Principles of maintaining a stock storage area, NQF Level 2, Credits 3

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 maintaining a stock storage area and controlling losses in this area of the retail or wholesale business. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 2.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Concepts and principles of housekeeping in a stock storage area (60%)
- KM-03-KT02: Principles of maintaining a safe working environment (40%)

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: Concepts and principles of housekeeping in a stock storage area (60%)

Topic elements to be covered include:

- KT0101: The impact of housekeeping on shrinkage and losses
- KT0102: General housekeeping standards in the stock storage area
- KT0103: The impact of housekeeping on sales
- KT0104: The impact of housekeeping on safety
- KT0105: Generally accepted methods for handling damaged or expired stock
- KT0106: The importance of identifying and reporting empty boxes and hidden products found in a stock storage area

Internal Assessment Criteria and Weight

- IAC0101: List the general housekeeping principles that could be implemented in a stock storage area
- IAC0102: Describe how housekeeping in the stock storage area impacts on shrinkage and losses
- IAC0103: Explain how housekeeping in the stock storage area impacts on sales and safety in the retail or wholesale outlet
- IAC0104: Explain how damaged and expired stock should be handled
- IAC0105: Explain the importance of identifying and reporting empty boxes and hidden products found in a stock storage area

(Weight 60%)

3.2.2. KM-03-KT02: Principles of maintaining a safe working environment (40%)

Topic elements to be covered include:

- KT0201: Generally accepted methods for preventing injury when handling stock
- KT0202: Safety signage in stock storage areas
- KT0203: Safe handling of hazardous merchandise
- KT0204: The importance of reporting unsafe stock storage equipment
- KT0205: The importance of reporting unsafely packed stock

Internal Assessment Criteria and Weight

- IAC0201: Explain how stock should be handled a safe manner to prevent injury to the employee
- IAC0202: List and explain safety signage most commonly displayed in a stock storage area
- IAC0203: Explain how to deal with hazardous merchandise in a safe manner
- IAC0204: Explain the importance of reporting unsafe storage or moving equipment

(Weight 40%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Training materials, Learner Guide, Facilitator Guide, Handouts, Visual Aids.

Human Resource Requirements:

- Facilitators must have relevant industry and facilitation experience related to the subject.
- Ratio of 1 facilitator to a 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 one (1) year 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 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

- 833402000-PM-01, Move stock in and out of stock storage areas, NQF Level 2, Credits 3
- 833402000-PM-02, Pack stock in a stock storage area, NQF Level 2, Credits 3
- 833402000-PM-03, Pick stock from a stock storage area, NQF Level 2, Credits 3
- 833402000-PM-04, Count stock, NQF Level 2, Credits 2
- 833402000-PM-05, Maintain the stock storage area, NQF Level 2, Credits 2

1. 833402000-PM-01, Move stock in and out of stock storage areas, NQF Level 2, Credits 3

1.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practise moving stock in and out of stock storage areas. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the facilitator to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 3.75 days.

The learner will be required to:

- PM-01-PS01: Handle stock
- PM-01-PS02: Use stock moving equipment

1.2 Guidelines for Practical Skills

1.2.1. PM-01-PS01: Handle stock

Scope of Practical Skill

Given different types of stock and a stock storage area in a simulated environment, retail store or a distribution centre (DC) the learner must be able to:

- PA0101: Identify the stock to be moved
- PA0102: Handle the stock according to the stock characteristics

Applied Knowledge

- AK0101: Techniques for evaluating how stock should be moved according to stock characteristics
- AK0102: Methods for identifying stock to be moved

Internal Assessment Criteria

- IAC0101: The stock to be moved is identified according to the stock movement instruction
- IAC0102: Stock is handled according to its characteristics

1.2.2. PM-01-PS02: Use stock moving equipment

Scope of Practical Skill

Given different types of stock, different types of stock moving equipment and a stock storage area in a simulated environment, retail store or a distribution centre (DC) the learner must be able to:

- PA0201: Use correct handling methods for moving general merchandise or fragile or heavy or high value or cold chain or hazardous merchandise
- PA0202: Use equipment to move stock
- PA0203: Move stock in a manner that minimises shrinkage and losses

Applied Knowledge

- AK0201: Matching the stock moving equipment to stock being moved
- AK0202: Techniques for using appropriate equipment for moving stock
- AK0203: Methods of minimising shrinkage and loss when moving stock

Internal Assessment Criteria

- IAC0201: Correct stock moving methods are implemented according to the characteristics of the stock being moved
- IAC0202: Equipment is used according to manufacturer's specifications
- IAC0203: Stock is moved in a manner that minimises shrinkage

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- A simulated or actual retail or distribution stock storage environment.
- Different types of stock to be handled and moved.
- Moving equipment.
- Lists of different types of stock or simulated stock to be moved.
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment).
- Learning material for handling and moving stock.

Human Resource Requirements:

- Facilitators must have relevant knowledge and exposure to moving stock in a wholesale or retail stock storage area.
- 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 one (1) year 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. 833402000-PM-02, Pack stock in a stock storage area, NQF Level 2, Credits 3

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 packing away stock in a stock storage area. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the facilitator to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 3.75 days.

The learner will be required to:

- PM-02-PS01: Prepare areas for packing stock
- PM-02-PS02: Pack stock away

2.2 Guidelines for Practical Skills

2.2.1. PM-02-PS01: Prepare areas for packing stock

Scope of Practical Skill

Given different types of stock and an unprepared stock storage area in a simulated environment, retail store or a distribution centre (DC) the learner must be able to:

- PA0101: Identify the area to be used to pack stock away
- PA0102: Make space for the stock to be packed

Applied Knowledge

- AK0101: Techniques for identifying areas for stock to be packed away
- AK0102: Methods for preparing space for the stock to be packed

Internal Assessment Criteria

- IAC0101: The area allocated for the stock is identified according to the instructions
- IAC0102: Space is prepared to accommodate the stock

2.2.2. PM-02-PS02: Pack stock away

Scope of Practical Skill

Given different types of stock, and a prepared stock storage area and labelling standards in a simulated environment, retail store or a distribution centre (DC) the learner must be able to:

- PA0201: Pack away stock
- PA0202: Minimise shrinkage
- PA0203: Label stock

Applied Knowledge

- AK0201: Techniques for packing away different types of stock according to stock characteristics
- AK0202: Techniques for packing stock in a way that minimises shrinkage and loss

- AK0203: Labelling techniques when packing stock away

Internal Assessment Criteria

- IAC0201: The stock is packed away according to its characteristics
- IAC0202: Shrinkage is minimised when packing away stock
- IAC0203: Stock is labelled according to different labelling standards

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- A simulated or actual retail or distribution stock storage environment.
- Different types of stock to be handled and packed.
- An unprepared simulated stock storage area.
- Moving equipment.
- Stock labelling equipment or stationery.
- Lists of stock or simulated stock to be packed.
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment).
- Learning Material for packing stock.

Human Resource Requirements:

- Facilitators must have relevant knowledge and exposure to packing and labelling stock in a wholesale or retail stock storage area.
- 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 one (1) year 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. 833402000-PM-03, Pick stock from a stock storage area, NQF Level 2, 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 picking and labelling stock. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the facilitator to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 3.75 days.

The learner will be required to:

- PM-03-PS01: Identify items to be picked
- PM-03-PS02: Pick and label stock

3.2 Guidelines for Practical Skills

3.2.1. PM-03-PS01: Identify items to be picked

Scope of Practical Skill

Given documentation listing the stock items and quantities to be picked and a variety of stock in a simulated environment, retail store or distribution centre (DC) the learner must be able to:

- PA0101: Identify stock to be picked
- PA0102: Identify quantities to be picked

Applied Knowledge

- AK0101: Techniques for identifying stock to be picked
- AK0102: Techniques for identifying quantities to pick

Internal Assessment Criteria

- IAC0101: The stock is identified according to the pick instruction
- IAC0102: The quantities are identified according to the pick instructions

3.2.2. PM-03-PS02: Pick and label stock

Scope of Practical Skill

Given documentation listing the stock items and quantities to be picked, a variety of stock, and equipment for picking stock and stationery for labelling stock, information to be recorded on the labels, in a simulated environment, retail store or distribution centre (DC) the learner must be able to:

- PA0201: Pick stock
- PA0202: Minimise injury, shrinkage and losses
- PA0203: Pack picked stock
- PA0204: Label picked stock

Applied Knowledge

- AK0201: Methods for picking different types of stock
- AK0202: Techniques for packing stock to minimise shrinkage and losses
- AK0203: Techniques for picking stock in a manner that minimises injury, shrinkage and losses
- AK0204: Techniques for labelling picked stock

Internal Assessment Criteria

- IAC0201: The stock is picked according to its characteristics
- IAC0202: The stock and quantities are picked according to the pick instructions
- IAC0203: Injury to the person and damage to the stock is minimised when stock is picked
- IAC0204: The picked stock is packed in a manner that minimises shrinkage and losses
- IAC0205: The packed stock is labelled with relevant information

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- A simulated or actual retail or distribution environment.
- Documents listing stock and quantities to be picked in a storage area.
- A variety of stock for picking.
- Pick and labelling instructions.
- Stock handling equipment such as trolleys, pallet jacks etc.
- Labels for picked stock.
- Containers for picked stock.
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment).
- Learner materials for picking, packing and labelling stock.

Human Resource Requirements:

- Facilitators must have relevant knowledge and exposure to picking and labelling stock in a wholesale or retail stock storage area.
- 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 one (1) year experience relevant to the subject.

Legal Requirements:

- A legal business entity.
- Meet health and safety standards.

3.4 Exemptions

- None

4. 833402000-PM-04, Count stock, NQF Level 2, Credits 2

4.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practise counting stock. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the facilitator to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 2.5 days.

The learner will be required to:

- PM-04-PS01: Identify and prepare the stock and the counting area for the stock count
- PM-04-PS02: Count and record stock counts
- PM-04-PS03: Complete post stock count activities

4.2 Guidelines for Practical Skills

4.2.1. PM-04-PS01: Identify and prepare the stock and the counting area for the stock count

Scope of Practical Skill

Given a variety of stock, information of stock to be counted and equipment and stationery to prepare for the stock count In a simulated environment, retail store or distribution centre (DC), the learner must be able to:

- PA0101: Identify stock to be counted
- PA0102: Prepare the stock for the stock count
- PA0103: Prepare and demarcate the stock count area for the stock count

Applied Knowledge

- AK0101: Techniques for identifying stock to be prepared
- AK0102: Methods for preparing and demarcating the stock count area
- AK0102: Methods for preparing the stock for the stock count

Internal Assessment Criteria

- IAC0101 The stock is identified as per the count instructions
- IAC0102 The stock is prepared in a manner that facilitates accurate counts
- IAC0103 The stock count area is prepared and demarcated in manner that identifies the area for the count

4.2.2. PM-04-PS02: Count and record stock counts

Scope of Practical Skill

Given a variety of stock, stock count instructions and equipment and stationery for counting and recording counts in a simulated environment, retail store or distribution centre (DC) the learner must be able to:

- PA0201: Count stock

- PA0202: Record stock counts

Applied Knowledge

- AK0201: Techniques for counting stock
- AK0202: Techniques for recording stock counts

Internal Assessment Criteria

- IAC0201: The stock is counted accurately and in accordance with the stock count instruction
- IAC0202: The stock count is recorded manually or using electronic equipment

4.2.3. PM-04-PS03: Complete post stock count activities

Scope of Practical Skill

Given a stock storage area in which the stock was moved to accommodate counting, including demarcation materials the learner must be able to:

- PA0301: Remove all evidence of stock count activities
- PA0302: Repack stock in the stock storage area

Applied Knowledge

- AK0301: Techniques for post stock count activities
- AK0302: Methods for packing stock in the stock storage area

Internal Assessment Criteria

- IAC0301: Evidence is removed in preparation for operations
- IAC0302: The counted stock is repacked in its original position

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- A simulated or actual retail or distribution environment
- Stock storage area where stock is to be counted
- Stock count instructions
- Stock count equipment
- Stationery for preparing for the stock count
- Stationery for recording stock counts
- Stationery and labels for demarcating stock count areas
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment)

- Learning Materials for counting stock

Human Resource Requirements:

- Facilitators must have relevant knowledge and exposure to counting stock in a wholesale or retail stock storage area.
- 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 one (1) year 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

5. 833402000-PM-05, Maintain the stock storage area, NQF Level 2, Credits 2

5.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practise maintaining a stock storage area. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the facilitator to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 2.5 days.

The learner will be required to:

- PM-05-PS01: Apply housekeeping practices
- PM-05-PS02: Apply safe working practices in the stock storage area

5.2 Guidelines for Practical Skills

5.2.1. PM-05-PS01: Apply housekeeping practices

Scope of Practical Skill

Given a case study / DVD showing an untidy storage area, expired stock, damaged stock and hidden products the learner must be able to:

- PA0101: Identify good and poor hygiene and housekeeping practices in the stock storage area
- PA0102: Identify expired stock, damaged stock and hidden products
- PA0103: Identify causes of shrinkage and loss in the stock storage area

Applied Knowledge

- AK0101: Good and poor hygiene and housekeeping practices
- AK0102: Methods for identifying expired stock, damaged stock and hidden products
- AK0103: Methods for identifying causes of shrinkage in a stock storage area
- AK0104: Techniques for analysing a case study

Internal Assessment Criteria

- IAC0101: Good hygiene and housekeeping practices are identified according to generally accepted standards
- IAC0102: Poor hygiene and housekeeping practices are identified
- IAC0103: Expired, damaged and hidden products are identified according to generally accepted stock storage practices
- IAC0104: Causes of shrinkage and loss are identified according to industry accepted practices

5.2.2. PM-05-PS02: Apply safe working practices in the stock storage area

Scope of Practical Skill

Given a case study or DVD, showing stock that is stored in a safe and unsafe manner, equipment used in a safe and unsafe manner, in good and poor condition, employee behaviour that promotes safe and unsafe working practices in a stock storage area the learner must be able to:

- PA020:1 Identify safe and unsafe stock storage practices
- PA0202: Identify safe and unsafe equipment use
- PA0203: Identify unsafe behaviour in a stock storage area

Applied Knowledge

- AK0201: Techniques for handling equipment safely
- AK0202: Specific applicable safety legislation
- AK0203: Techniques for analysing a case study
- AK0204: Techniques for physically lifting stock safely
- AK0205: Typical unsafe behaviour in a stock storage area
- AK0206: Methods for packing stock safely

Internal Assessment Criteria

- IAC0201: The safe and unsafe stock storage practices are identified in terms of applicable safety legislation
- IAC0202: The safe and unsafe equipment use is identified according to generally accepted safe working practices
- IAC0203: The unsafe behaviour that could cause damage and injury is identified in terms of generally accepted behaviour standards in a stock storage area
- IAC0204: The safe method for lifting stock is identified so that personal injury is minimised

5.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Case study or DVD.
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment).
- Learning material for applying housekeeping and safe working practices.
- Learning material for recording responses to the case study or DVD .

Human Resource Requirements:

- Facilitators must have relevant knowledge and exposure for maintaining a safe wholesale or retail stock storage area.
- 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 one (1) year' 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.

5.4 Exemptions

- None

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

- 833402000-WM-01, Processes and procedures for moving and packing different types of stock, NQF Level 2, Credits 9
- 833402000-WM-02, Processes and procedures for picking and counting stock, NQF Level 2, Credits 6
- 833402000-WM-03, Processes and procedures for performing housekeeping, maintaining a safe stock storage area, NQF Level 2, Credits 4

1. 833402000-WM-01, Processes and procedures for moving and packing different types of stock, NQF Level 2, Credits 9

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 safe moving, packing and labelling of stock in a stock storage area so that losses are minimised. The Learner will be required to successfully complete each Work Experience for at least 2 weeks under supervision before operating for 2 weeks independently. Work experience for the different modules may occur concurrently.

The learning contract time which constitutes the total amount of time during which the learner needs to have access to the workplace, to enable him or her to acquire the knowledge and understanding specified for this module is 12.5 days after which the assessment may take place.

The learner will be required to:

- WM-01-WE01: Move stock in a stock storage area
- WM-01-WE02: Pack away incoming stock in the stock storage area

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Move stock in a stock storage area

Scope of Work Experience

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

- WA0101: Move stock in a stock storage area in a safe manner
- WA0102: Move stock using the right equipment for the stock type being moved
- WA0103: Replenish stock in the pick areas from reserve areas
- WA0104: Stock is moved in a manner that minimises losses

Supporting Evidence

- SE0101: Documentary evidence confirming that the learner has moved stock using the right equipment for the stock type being moved, for 3 stock movements, signed off by the learners supervisor
- SE0102: Documentary evidence confirming that the learner has moved stock safely in line with organisational procedures in a manner that minimises losses, signed off by the supervisor
- SE0103: A list of stock replenished in the pick areas from reserve areas, detailing stock characteristics, equipment used to replenish stock and signed off by the learners' supervisor

1.2.2. WM-01-WE02: Pack away incoming stock in the stock storage area

Scope of Work Experience

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

- WA0201: Identify the appropriate area for the incoming stock to be packed
- WA0202: Use equipment for the different stock types when packing away the stock

- WA0203: Pack stock in the stock storage in a manner that minimises losses
- WA0204: Rotate stock while packing stock away

Supporting Evidence

- SE0201: Documentary evidence confirming the learner has packed stock away in the appropriate area, in a safe manner and where applicable stock has been rotated, signed off by the learners supervisor
- SE0202: Documentary evidence by the learners supervisor confirming that the learner uses appropriate equipment when moving different types of stock in a safe manner
- SE0203: Documentary evidence signed off by the learners supervisor confirming that the stock has been packed in a manner where losses are minimised
- SE0204: Evidence that the learner implements all company security and safety measures when moving and packing stock in a stock storage area

1.3 Contextualised Workplace Knowledge

1. Organisational standard for housekeeping in the stock storage area
2. Organisational policies and procedures for access control to the stock storage area
3. Organisational policies and procedures for loss prevention
4. Organisational policies and procedures for laying out stock storage areas and allocating areas to incoming stock
5. Organisational policies and procedures for moving stock and using moving equipment
6. Organisational policies and procedures for labelling stock
7. Organisational policies and procedures for breaking bulk
8. Organisational policies and procedures for rotating stock
9. Organisational policies and procedures for packing different types of stock
10. Organisation safety requirements for different types of stock moving equipment
11. Organisational policies and procedures for reporting unsafe equipment in the organisation

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 storage area or Distribution Centre (DC),
- Stock moving equipment
- Organisation protective clothing

Human Resource Requirements:

- Supervisor/Manager with at least one (1) year experience of stock storage processes and procedures.

Legal Requirements:

- Registered as a formal business.
- Compliant with all relevant legal requirements for a retail store or distribution centre.

1.5 Additional Assignments to be Assessed Externally

All evidence produced relating to the following workplace experience must be submitted for external assessment. Move stock in a stock storage area. Pack away incoming stock in the stock storage area.

2. 833402000-WM-02, Processes and procedures for picking and counting stock, NQF Level 2, Credits 6

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 picking and counting of stock so that 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. Work experience for the different modules may occur concurrently.

The learning contract time which constitutes the total amount of time during which the learner needs to have access to the workplace, to enable him or her to acquire the knowledge and understanding specified for this module is 8.75 days after which the assessment may take place.

The learner will be required to:

- WM-02-WE01: Pick Stock
- WM-02-WE02: Perform a stock count

2.2 Guidelines for Work Experiences

2.2.1. WM-02-WE01: Pick Stock

Scope of Work Experience

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

- WA0101: Pick stock in a manner that prevents losses
- WA0102: Use picking equipment safely for the different stock types

Supporting Evidence

- SE0101: Documentary evidence confirming that the learner has picked the correct stock and correct quantities of stock in a manner that minimised the chances of losses occurring
- SE0102: Documentary evidence listing the products picked for 6 picks, detailing the equipment used during the pick and how the stock was handled, authenticated by the learner's supervisor
- SE0103: Documentary evidence stating that the learner uses all picking equipment according to company policies and procedures, authenticated by the supervisor

2.2.2. WM-02-WE02: Perform a stock count

Scope of Work Experience

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

- WA0201: Prepare stock and count area for a stock count
- WA0202: Count stock
- WA0203: Perform post stock count housekeeping

Supporting Evidence

- SE0201: Documentary evidence confirming that the learner prepared for the stock count, implement the stock count and complete post stock count housekeeping according to company policies and procedures, signed off by the learner's supervisor
- SE0202: A checklist designed by the learner detailing all aspects of stock count preparation required for a stock count, signed off by the supervisor

2.3 Contextualised Workplace Knowledge

1. Organisational policies and procedures for counting stock
2. Organisational policies and procedures for stock counts

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 a stock storage area or Distribution Centre (DC)
- Equipment and documentation used for counting stock.
- Equipment and documentation used for picking stock.
- Organisation protective clothing.

Human Resource Requirements:

- Supervisor/Manager with at least one (1) year experience of stock storage processes and procedures.

Legal Requirements:

- Registered as a formal business.
- Compliant with all relevant legal requirements for a retail store or distribution centre.

2.5 Additional Assignments to be Assessed Externally

All evidence produced relating to the following workplace experience must be submitted for external assessment. Pick Stock. Perform a stock count.

3. 833402000-WM-03, Processes and procedures for performing housekeeping, maintaining a safe stock storage area, NQF Level 2, Credits 4

3.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to gain exposure to all processes for performing housekeeping and maintaining a safe stock storage area so that losses are minimised and the supply chain is efficiently 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.

The learning contract time which constitutes the total amount of time during which the learner needs to have access to the workplace, to enable him or her to acquire the knowledge and understanding specified for this module is 6.25 days after which the assessment may take place.

The learner will be required to:

- WM-03-WE01: Perform housekeeping in the stock storage area
- WM-03-WE02: Maintain a safe stock storage area to minimise losses

3.2 Guidelines for Work Experiences

3.2.1. WM-03-WE01: Perform housekeeping in the stock storage area

Scope of Work Experience

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

- WA0101: Handle damaged and expired stock
- WA0102: Keep the stock storage area neat, clean and tidy
- WA0103: Handle used packing materials

Supporting Evidence

- SE0101: Documentary evidence confirming that the learner has complied with organisational procedures when handling damaged stock, expired stock and used packing materials, authenticated by the supervisor
- SE0102: A checklist designed by the learner detailing all aspects of housekeeping required in a stock storage area signed off by the supervisor
- SE0103: Documentary evidence confirming that the learner has complied with organisational procedures when maintaining the required housekeeping standards in a stock storage area

3.2.2. WM-03-WE02: Maintain a safe stock storage area to minimise losses

Scope of Work Experience

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

- WA0201: Report unsafely stored stock and unsafe equipment
- WA0202: Work and use equipment in a manner that promotes safety

Supporting Evidence

- SE0201: Documentary evidence that the learner has checked and reported any unsafely stored stock and unsafe equipment, signed off by the supervisor
- SE0202: Documentary evidence stating that the learner has worked in a safe manner and used equipment in line with organisational policies and procedures, signed off by the supervisor

3.3 Contextualised Workplace Knowledge

1. Organisational standard for housekeeping in the stock storage area
2. Organisational policies and procedures for health and safety
3. Organisational safety signage
4. Organisational policies and procedures for handling hazardous merchandise
5. Organisational policies and procedures for reporting unsafely stored stock and unsafe equipment
6. Organisational policies and procedures for handling and recording damaged and expired stock
7. Organisational policies and procedures for reporting empty boxes and hidden products found in storage areas

3.4 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 a stock storage area or Distribution Centre (DC).
- Organisation protective clothing.
- Equipment and materials used for housekeeping.

Human Resource Requirements:

- Supervisor/Manager with at least one (1) year experience of stock storage processes and procedures.

Legal Requirements:

- Registered as a formal business.
- Compliant with all relevant legal requirements for a retail store or distribution centre.

3.5 Additional Assignments to be Assessed Externally

All evidence produced relating to the following workplace experience must be submitted for external assessment. Perform housekeeping in a stock storage area. Maintain a safe stock storage area to minimise losses.

SECTION 4: STATEMENT OF WORK EXPERIENCE

Curriculum Number:	833402000
Curriculum Title:	Store Person

Learner Details	
Name:	
ID Number:	

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

833402000-WM-01, Processes and procedures for moving and packing different types of stock, NQF Level 2, Credits 9

WM-01-WE01	Move stock in a stock storage area		
	Scope Work Experience	Date	Signature
WA0101	Move stock in a stock storage area in a safe manner		
WA0102	Move stock using the right equipment for the stock type being moved		
WA0103	Replenish stock in the pick areas from reserve areas		
WA0104	Stock is moved in a manner that minimises losses		
	Supporting Evidence	Date	Signature
SE0101	Documentary evidence confirming that the learner has moved stock using the right equipment for the stock type being moved, for 3 stock movements, signed off by the learner's supervisor		
SE0102	Documentary evidence confirming that the learner has moved stock safely in line with organisational procedures in a manner that minimises losses, signed off by the supervisor		
SE0103	A list of stock replenished in the pick areas from reserve areas, detailing stock characteristics, equipment used to replenish stock and signed off by the learner's supervisor		
WM-01-WE02	Pack away incoming stock in the stock storage area		
	Scope Work Experience	Date	Signature
WA0201	Identify the appropriate area for the incoming stock to be packed		
WA0202	Use equipment for the different stock types when packing away the stock		
WA0203	Pack stock in the stock storage in a manner that minimises losses		
WA0204	Rotate stock while packing stock away		

	Supporting Evidence	Date	Signature
SE0201	Documentary evidence confirming the learner has packed stock away in the appropriate area, in a safe manner and where applicable stock has been rotated, signed off by the learner's supervisor		
SE0202	Documentary evidence by the learner's supervisor confirming that the learner uses appropriate equipment when moving different types of stock in a safe manner		
SE0203	Documentary evidence signed off by the learner's supervisor confirming that the stock has been packed in a manner where losses are minimised		
SE0204	Evidence that the learner implements all company security and safety measures when moving and packing stock in a stock storage area		

	Contextualised Workplace Knowledge	Date	Signature
1	Organisational standards for housekeeping in the stock storage area		
2	Organisational policies and procedures for access control to the stock storage area		
3	Organisational policies and procedures for loss prevention		
4	Organisational policies and procedures for laying out stock storage areas and allocating areas to incoming stock		
5	Organisational policies and procedures for moving stock and using moving equipment		
6	Organisational policies and		

	procedures for labelling stock		
7	Organisational policies and procedures for breaking bulk		
8	Organisational policies and procedures for rotating stock		
9	Organisational policies and procedures for packing different types of stock		
10	Organisation safety requirements for different types of stock moving equipment		
11	Organisational policies and procedures for reporting unsafe equipment in the organisation		

	Additional Assignments to be Assessed Externally	Date	Signature
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833402000-WM-02, Processes and procedures for picking and counting stock, NQF Level 2, Credits 6

WM-02-WE01	Pick Stock		
	Scope Work Experience	Date	Signature
WA0101	Pick stock in a manner that prevents losses		
WA0102	Use picking equipment safely for the different stock types		
	Supporting Evidence	Date	Signature
SE0101	Documentary evidence confirming that the learner has picked the correct stock and correct quantities of stock in a manner that minimised the chances of		

	losses occurring		
SE0102	Documentary evidence listing the products picked for 6 picks, detailing the equipment used during the pick and how the stock was handled, authenticated by the learner's supervisor		
SE0103	Documentary evidence stating that the learner uses all picking equipment according to company policies and procedures, authenticated by the supervisor		
WM-02-WE02	Perform a stock count		
	Scope Work Experience	Date	Signature
WA0201	Prepare stock and count area for a stock count		
WA0202	Count stock		
WA0203	Perform post stock count housekeeping		
	Supporting Evidence	Date	Signature
SE0201	Documentary evidence confirming that the learner prepared for the stock count, implement the stock count and complete post stock count housekeeping according to company policies and procedures, signed off by the learner's supervisor		
SE0202	A checklist designed by the learner detailing all aspects of stock count preparation required for a stock count, signed off by the supervisor		

	Contextualised Workplace Knowledge	Date	Signature
1	Organisational policies and procedures for counting stock		
2	Organisational policies and procedures for stock counts		

	Additional Assignments to be Assessed Externally	Date	Signature
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833402000-WM-03, Processes and procedures for performing housekeeping, maintaining a safe stock storage area, NQF Level 2, Credits 4

WM-03-WE01	Perform housekeeping in the stock storage area		
	Scope Work Experience	Date	Signature
WA0101	Handle damaged and expired stock		
WA0102	Keep the stock storage area neat, clean and tidy		
WA0103	Handle used packing materials		
	Supporting Evidence	Date	Signature
SE0101	Documentary evidence confirming that the learner has complied with organisational procedures when handling damaged stock, expired stock and used packing materials, authenticated by the supervisor		
SE0102	A checklist designed by the learner detailing all aspects of housekeeping required in a stock storage area signed off by the supervisor		
SE0103	Documentary evidence confirming that the learner has complied with organisational procedures when maintaining the required housekeeping standards in a stock storage area		
WM-03-WE02	Maintain a safe stock storage area to minimise losses		
	Scope Work Experience	Date	Signature
WA0201	Report unsafely stored stock and unsafe equipment		
WA0202	Work and use equipment in a manner that promotes safety		
	Supporting Evidence	Date	Signature

SE0201	Documentary evidence that the learner has checked and reported any unsafely stored stock and unsafe equipment, signed off by the supervisor		
SE0202	Documentary evidence stating that the learner has worked in a safe manner and used equipment in line with organisational policies and procedures, signed off by the supervisor		

	Contextualised Workplace Knowledge	Date	Signature
1	Organisational standards for housekeeping in the stock storage area		
2	Organisational policies and procedures for health and safety		
3	Organisational safety signage		
4	Organisational policies and procedures for handling hazardous merchandise		
5	Organisational policies and procedures for reporting unsafely stored stock and unsafe equipment		
6	Organisational policies and procedures for handling and recording damaged and expired stock		
7	Organisational policies and procedures for reporting empty boxes and hidden products found in storage areas		

	Additional Assignments to be Assessed Externally	Date	Signature
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