

		Curriculum Document			
Curriculum Code		Curriculum Title		Logo	
522201000		Retail Supervisor			
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SECTION 1: CURRICULUM SUMMARY

1. Occupational Information

1.1 Associated Occupation

522201: Retail Supervisor

1.2 Occupation or Specialisation Addressed by this Curriculum

522201000: Retail Supervisor

1.3 Alternative Titles used by Industry

- Department Supervisor
- Checkout Supervisor
- Branch Supervisor
- Team Leader

2. Curriculum Information

2.1 Curriculum Structure

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

Knowledge Modules:

- 522201000-KM-01, Concepts and principles of supervising Wholesale or Retail staff, NQF Level 4, Credits 10
- 522201000-KM-02, Concepts and principles of monitoring and improving performance , NQF Level 4, Credits 4
- 522201000-KM-03, Concepts and principles for the implementation and maintenance of retail or wholesale operations, , NQF Level 4, Credits 3
- 522201000-KM-04, Concepts and principles of enhancing customer service, , NQF Level 4, Credits 3

Total number of credits for Knowledge Modules: 20

Practical Skill Modules:

- 522201000-PM-01, Supervise retail or wholesale staff , NQF Level 4, Credits 6
- 522201000-PM-02, Monitor and control the work performance of a team , NQF Level 4, Credits 6
- 522201000-PM-03, Supervise operations , NQF Level 4, Credits 4
- 522201000-PM-04, Supervise service to internal and external retail and wholesale customers , NQF Level 4, Credits 2
- 522201000-PM-05, Resolve queries and complaints from internal and external retail and wholesale customers, NQF Level 4, Credits 2

Total number of credits for Practical Skill Modules: 20

This qualification also requires the following Work Experience Modules:

- 522201000-WM-01, Processes and procedures for supervising wholesale or retail staff, NQF Level 4, Credits 30
- 522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, Credits 20
- 522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, Credits 10

Total number of credits for Work Experience Modules: 60

2.2 Entry Requirements

NQF Level 4 with Mathematical Literacy and Communication

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 0167

Contact person name: Inger Marrian

Contact person work telephone number: 0126229500

4. Part Qualification Curriculum Structure

SECTION 2: OCCUPATIONAL PROFILE

1. Occupational Purpose

Supervises, controls and co-ordinates the work performance of a team in a specific area in a wholesale and retail outlet

2. Occupational Tasks

- Supervise retail and wholesale staff (NQF Level 4)
- Supervise the implementation and maintenance of retail or wholesale operations (NQF Level 4)
- Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty (NQF Level 4)

3. Occupational Task Details

3.1. Supervise retail and wholesale staff (NQF Level 4)

Unique Product or Service:

Productive wholesale and retail staff in various categories of the wholesale and retail environment

Occupational Responsibilities:

- supervise retail and wholesale staff
- monitors and controls the work performance of a team

Occupational Contexts:

- Process and procedures for supervising wholesale and retail staff

3.2. Supervise the implementation and maintenance of retail or wholesale operations (NQF Level 4)

Unique Product or Service:

Maintained operational standards in various wholesale and retail areas

Occupational Responsibilities:

- Supervise operations

Occupational Contexts:

- Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet

3.3. Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty (NQF Level 4)

Unique Product or Service:

Satisfied internal and external wholesale and retail customers

Occupational Responsibilities:

- Supervise service to internal and external retail and wholesale customers
- Resolve queries and complaints from internal and external retail and wholesale customers

Occupational Contexts:

- Process and procedures for enhancing customer service in a wholesale or retail outlet

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 522201000-KM-01, Concepts and principles of supervising Wholesale or Retail staff, NQF Level 4, Credits 10
- 522201000-KM-02, Concepts and principles of monitoring and improving performance , NQF Level 4, Credits 4
- 522201000-KM-03, Concepts and principles for the implementation and maintenance of retail or wholesale operations, , NQF Level 4, Credits 3
- 522201000-KM-04, Concepts and principles of enhancing customer service, , NQF Level 4, Credits 3

1. 522201000-KM-01, Concepts and principles of supervising Wholesale or Retail staff, NQF Level 4, Credits 10

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the concepts and principles of supervision of employee performance

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: The role of a supervisor (40%)
- KM-01-KT02: Concepts and Principles of Communication (10%)
- KM-01-KT03: Principles of Motivation (10%)
- KM-01-KT04: Principles of holding operational meetings (10%)
- KM-01-KT05: Principles of planning, delegation and follow up (10%)
- KM-01-KT06: Concepts and principles of monitoring action plans (10%)
- KM-01-KT07: Concepts and principles of handling conflicts (10%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: The role of a supervisor (40%)

Topic elements to be covered include:

- KT0101 The role of the supervisor in wholesale and retail
- KT0102 Leadership styles
- KT0103 Ethical dealings
- KT0104 The correct use of authority
- KT0105 The difference between leading and supervising
- KT0106 The importance of continual personal development
- KT0107 Decision making models and processes
- KT0108 Principles of self management
- KT0109 Basic problem solving theories
- KT0110 Legislation impacting on supervision of employee performance

Internal Assessment Criteria and Weight

- IAC0101 Explain the role of the supervisor in the wholesale and retail environment
- IAC0102 Compare the different leadership styles and explain when each is appropriate
- IAC0103 Discuss why ethics is important for a supervisor and give examples of 4 ethical dealings
- IAC0104 Explain how authority can be abused and the impact this will have on a team

- IAC0105 Explain the difference between leadership and supervision with example
- IAC0106 Explain why continuous personal development is important for a supervisor, including 3 examples for further development
- IAC0107 Discuss the models of decision making and its process
- IAC0108 Explain the concept of Self Management and discuss 3 elements that impact on the wholesale and retail supervisor
- IAC0109 Discuss the various problem solving theories with examples of when each is appropriate
- IAC0110 List the legislation impacting on the supervision of the team with a brief description of what each covers including Labour Relations Act(LRA), Basic Conditions of Employment, Sectorial Determination, Workmen's Compensation Act (WCA)

(Weight 40%)

1.2.2. KM-01-KT02: Concepts and Principles of Communication (10%)

Topic elements to be covered include:

- KT0201 The various levels at which a supervisor communicates
- KT0202 Principles of communication
- KT0203 Business communication
- KT02204 Matching communication methods to target audience

Internal Assessment Criteria and Weight

- IAC0201 List the different levels that a supervisor would have to communicate with
- IAC0202 Explain the principles of communication
- IAC0203 Discuss the various forms of business communication
- IAC0204 Discuss how the different levels at which a supervisor communicates impacts on the style of communication

(Weight 10%)

1.2.3. KM-01-KT03: Principles of Motivation (10%)

Topic elements to be covered include:

- KT0301 Theory of motivation
- KT0302 Diversity and its impact on motivation
- KT0303 Motivation techniques

Internal Assessment Criteria and Weight

- IAC0301 Discuss 3 different types of meetings and characteristics of each

- IAC0302 Explain how a supervisor will go about preparing for a meeting with the team
- IAC03303 Discuss techniques a W&R supervisor can use to motivate a team

(Weight 10%)

1.2.4. KM-01-KT04: Principles of holding operational meetings (10%)

Topic elements to be covered include:

- KT0401 Types of meetings
- KT0402 Generally accepted methods of preparing for meetings
- KT0403 Conducting meetings
- KT0404 Recording decisions
- KT0405 Reviewing meetings

Internal Assessment Criteria and Weight

- IAC0401 Discuss 3 different types of meetings and characteristics of each
- IAC0402 Explain how a supervisor will go about preparing for a meeting with the team
- IAC0403 Explain the method for conducting a meeting so as to ensure involvement of all present
- IAC0404 Discuss methods for managing behaviour in a team meeting
- IAC0405 Explain how a supervisor should record decisions made at team meetings
- IAC0405 Explain the process for reviewing meetings

(Weight 10%)

1.2.5. KM-01-KT05: Principles of planning, delegation and follow up (10%)

Topic elements to be covered include:

- KT0501 Principles of planning, prioritising and the use of task lists
- KT0502 Concepts of staff scheduling
- KT0503 Importance of setting and communicating goals
- KT0504 The Principles of and differences between giving instructions and delegating
- KT0505 Principles of contingency planning

Internal Assessment Criteria and Weight

- IAC0501 Describe the principles of planning, prioritising and the use of task lists
- IAC0502 Discuss the factors used when scheduling staff.
- IAC0503 Explain the importance of setting and communicating goals

- IAC0504 Discuss the differences between giving instructions and delegating
- IAC0505 Explain the principles of contingency planning

(Weight 10%)

1.2.6. KM-01-KT06: Concepts and principles of monitoring action plans (10%)

Topic elements to be covered include:

- KT0601 Principles of successful action plans
- KT0602 Principles of monitoring action plans
- KT0603 Concept and principles of contingency planning

Internal Assessment Criteria and Weight

- IAC0601 Discuss the monitoring and evaluating of action plans to ensure success
- IAC0602 Principles of monitoring action plans
- IAC0603 Concept and principles of contingency planning

(Weight 10%)

1.2.7. KM-01-KT07: Concepts and principles of handling conflicts (10%)

Topic elements to be covered include:

- KT0701 Constructive and destructive conflict
- KT0702 Typical methods of conflict handling
- KT0703 The concepts and impact of win-win and win-lose

Internal Assessment Criteria and Weight

- IAC0701 Discuss the difference between constructive and destructive conflict on the workplace with examples
- IAC0702 Explain how a supervisor should handle both constructive and destructive workplace conflict
- IAC0703 Discuss the concepts of win-win and win-lose and the ongoing impact of each on team dynamics

(Weight 10%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment

- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aids

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator
- 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 standard

1.4 Exemptions

- None

2. 522201000-KM-02, Concepts and principles of monitoring and improving performance , NQF Level 4, Credits 4

2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the concepts and principles of monitoring and improving performance of staff in a team.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Principles of monitoring and evaluating performance (40%)
- KM-02-KT02: Principles of correcting staff (20%)
- KM-02-KT03: Concepts and importance of induction (20%)
- KM-02-KT04: Concepts and principles of on-the-job training (20%)

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Principles of monitoring and evaluating performance (40%)

Topic elements to be covered include:

- KT0101 Principles of identifying performance standards
- KT0102 Methods of analysing performance gaps
- KT0103 Methods for bridging performance gaps
- KT0104 Principles of giving feedback
- KT0105 The difference between performance standards and behaviour
- KT0106 Positive behaviour reinforcement

Internal Assessment Criteria and Weight

- IAC0101 Describe how a supervisor will identify the standards of performance required of a task
- IAC0102 Explain how a supervisor will go about analysing the gaps in a team members performance
- IAC0103 Describe the methods a supervisor will use to bridge identified gaps in a staff members performance
- IAC0104 Discuss the principles of giving feedback with examples
- IAC0105 Explain, with examples, the difference between performance standards and behaviours
- IAC0106 Discuss the importance of reinforcing positive performance/behaviours
- IAC0107 Discuss ways of reinforcing positive behaviour/performance

(Weight 40%)

2.2.2. KM-02-KT02: Principles of correcting staff (20%)

Topic elements to be covered include:

- KT0201 The difference between positive and negative corrective action
- KT0202 Legislation impacting on the correcting of staff

Internal Assessment Criteria and Weight

- IAC0201 Explain positive and negative corrective action by using examples
- IAC0202 Discuss the legislation that impacts on the correcting of staff

(Weight 20%)

2.2.3. KM-02-KT03: Concepts and importance of induction (20%)

Topic elements to be covered include:

- KT0301 The importance of inducting a new staff member
- KT0302 Generally accepted elements to be covered when inducting a staff member
- KT0303 The importance of a buddy / mentor
- KT0304 The integration of □on-the-job□ training

Internal Assessment Criteria and Weight

- IAC0301 Describe the impact of a well inducted new staff member on a store team
- IAC0302 Describe the elements to cover when inducting a new team member including orientation, training and documentation
- IAC0303 Discuss the advantages and disadvantages of providing a buddy/mentor
- IAC0304 Discuss the importance of integrating on-the-job training with induction.

(Weight 20%)

2.2.4. KM-02-KT04: Concepts and principles of on-the-job training (20%)

Topic elements to be covered include:

- KT0401 Training, coaching and on the job training
- KT0402 Methods used for training in the industry
- KT0403 Supervising training and coaching
- KT0404 On the job coaching
- KT0405 Legislation impacting on in-store training and development

Internal Assessment Criteria and Weight

- IAC0401 Describe the difference between training, coaching and on the job training
- IAC0402 Describes different methods used for training in the industry

- IAC0403 Describe the role of the supervisor in supervising training and coaching
- IAC0404 Describe typical methods for coaching on the job
- IAC0405 Discuss the impact of legislation covering training and development on in store training

(Weight 20%)

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment
- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aid staff

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator
- 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. 522201000-KM-03, Concepts and principles for the implementation and maintenance of retail or wholesale operations, , NQF Level 4, 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 concepts and principles for supervising the implementation and maintenance of wholesale and retail operations.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Concepts and principles of loss control supervision (34%)
- KM-03-KT02: Concepts and principles of housekeeping supervision (33%)
- KM-03-KT03: Concepts and principles of safety supervision (33%)

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: Concepts and principles of loss control supervision (34%)

Topic elements to be covered include:

- KT0101 The concept of shrinkage and loss
- KT0102 The impact of losses on an organisation and employees
- KT0103 Concepts of loss control supervision
- KT0104 Typical causes of loss in a wholesale and retail outlet

Internal Assessment Criteria and Weight

- IAC0101 Describe the concept of shrinkage
- IAC0102 Explain how shrinkage affects an organisation and its staff
- IAC0103 Discuss the concepts of loss supervision
- IAC0104 Describe typical causes of loss in a wholesale and retail environment

(Weight 34%)

3.2.2. KM-03-KT02: Concepts and principles of housekeeping supervision (33%)

Topic elements to be covered include:

- KT0201 The concept of housekeeping
- KT0202 Housekeeping and organisational image
- KT0203 Housekeeping and losses
- KT0204 Concepts of housekeeping supervision

Internal Assessment Criteria and Weight

- IAC0201 Describe the concept of housekeeping
- IAC0202 Explain how housekeeping impacts on the image of an organisational

- IAC0203 Discuss the relationship between housekeeping and losses
- IAC0204 Discuss the concepts of supervising housekeeping

(Weight 33%)

3.2.3. KM-03-KT03: Concepts and principles of safety supervision (33%)

Topic elements to be covered include:

- KT0301 Safety legislation
- KT0302 Safety and organisational image
- KT0303 Supervising safe working procedures in a wholesale and retail operation

Internal Assessment Criteria and Weight

- IAC0301 Explain the impact of safety legislation on the workplace
- IAC0302 Discuss the impact of safety on the image of the organisation
- IAC0303 Discuss the supervision of safe working procedures in a wholesale and retail operation

(Weight 33%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment
- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aids

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator
- 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. 522201000-KM-04, Concepts and principles of enhancing customer service, , NQF Level 4, Credits 3

4.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of concepts and principles of supervising service to internal and external customers

The learning will enable learners to demonstrate an understanding of:

- KM-04-KT01: Concepts and principles of supervising customer service (50%)
- KM-04-KT02: Concepts and principles for resolving customer queries and complaints (50%)

4.2 Guidelines for Topics

4.2.1. KM-04-KT01: Concepts and principles of supervising customer service (50%)

Topic elements to be covered include:

- KT0101 The supervisors role in enhancing customers satisfaction
- KT0102 Internal and external customer service standards
- KT0103 Methodologies for measuring customer service
- KT0104 Strategies for enhancing customer loyalty
- KT0105 Principles and concept of supervising customer service

Internal Assessment Criteria and Weight

- IAC0101 Describe the role of the supervisor in enhancing customer satisfaction
- IAC0102 Discuss the standards of service expected by internal and external customers
- IAC0103 Describe methodologies used to measure customer satisfaction
- IAC0104 Discuss the strategies used for enhancing customer loyalty
- IAC0105 Discuss the principles and concepts of supervising customer service

(Weight 50%)

4.2.2. KM-04-KT02: Concepts and principles for resolving customer queries and complaints (50%)

Topic elements to be covered include:

- KT0201 Legislation impacting on consumer's rights
- KT0202 Methods for handling customer queries
- KT0203 Methods for resolving customer complaints

Internal Assessment Criteria and Weight

- IAC0201 Explain how The Consumer Protection Act and National Credit Act impact on the rights of consumers

- IAC0202 Discuss the impact of accurate and inaccurate information when handling customer queries
- IAC0203 Describe different options for a supervisor when resolving customer complaints
- IAC0204 Describe how to escalate customer queries in a manner that enhances customer satisfaction

(Weight 50%)

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment
- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aids

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator
- 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

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

- 522201000-PM-01, Supervise retail or wholesale staff , NQF Level 4, Credits 6
- 522201000-PM-02, Monitor and control the work performance of a team , NQF Level 4, Credits 6
- 522201000-PM-03, Supervise operations , NQF Level 4, Credits 4
- 522201000-PM-04, Supervise service to internal and external retail and wholesale customers , NQF Level 4, Credits 2
- 522201000-PM-05, Resolve queries and complaints from internal and external retail and wholesale customers, NQF Level 4, Credits 2

1. 522201000-PM-01, Supervise retail or wholesale staff , NQF Level 4, Credits 6

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 supervising wholesale and retail staff.

The learner will be required to:

- PM-01-PS01: Supervise time-keeping
- PM-01-PS02: Resolve conflict
- PM-01-PS03: Plan a days tasks
- PM-01-PS04: Hold a meeting and delegate tasks

1.2 Guidelines for Practical Skills

1.2.1. PM-01-PS01: Supervise time-keeping

Scope of Practical Skill

Given a case study comprising of situations where staff are late for varying reasons and staff take excessive breaks along with each staff members time keeping history, the learner must be able to:

- PA0101 Determine those situations that do not need corrective action
- PA0102 Determine those situations that require corrective action
- PA0103 Propose corrective action that is practical and appropriate for the situation

Applied Knowledge

- AK0101 Matching corrective actions to varying timekeeping problems
- AK0102 Techniques for analysing case studies
- AK0103 Applicable legislation

Internal Assessment Criteria

- IAC0101 Situations that do not need corrective action are determined in accordance with the scenario
- IAC0102 Situations that require corrective action are determined in accordance with the scenario
- IAC0103 Corrective action proposed is practical and applicable to the various situations

1.2.2. PM-01-PS02: Resolve conflict

Scope of Practical Skill

Given a case study/DVD depicting an argument between two staff members on a retail shop floor, the learner must be able to:

- PA0201 Identify the cause of conflict.
- PA0202 Resolve the conflict

Applied Knowledge

- AK0201 Methods for identifying the cause of conflict in conflict situations
- AK0202 Techniques for resolving a conflict situation

Internal Assessment Criteria

- IAC0201 The cause of the conflict is identified in terms of the conflict described
- IAC0202 The conflict is resolved in a manner that ensures all parties accept the resolution

1.2.3. PM-01-PS03: Plan a days tasks

Scope of Practical Skill

Given a list of tasks to be completed in a day, the expected time each task should take, the importance of each task and a list of available staff and their experience the learner must be able to:

- PA0301 Draw up a task list
- PA0302 Assign tasks to staff

Applied Knowledge

- AK0301 Methods for drawing up tasks lists
- AK0302 Techniques for matching tasks to staff experience
- AK0303 Prioritising and allocating tasks

Internal Assessment Criteria

- IAC0301 The task list includes all tasks in order of priority
- IAC0302 Tasks assigned to staff take into account timeframes and their experience

1.2.4. PM-01-PS04: Hold a meeting and delegate tasks

Scope of Practical Skill

Given a role play scenario in which the task list drawn up is communicated and tasks are delegated to team members at an operational meeting the learner must be able to:

- PA0401 Plan and prepare for an operational meeting
- PA0402 Hold an operation meeting

Applied Knowledge

- AK0401 Methods for planning and preparing for operational meetings
- AK0402 Techniques for participating in role plays
- AK0403 Techniques for holding operational meetings
- AK0404 Communication techniques

Internal Assessment Criteria

- IAC0401 The plan includes the completed task list, the time of the meeting, list of expected attendees, and a list of any documentation to be handed out
- IAC0402 The meeting is held in a manner that allows attendees to give input and accommodates amendments to the days plan
- IAC0403 Tasks are allocated in a clear and understandable manner

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment
- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aids

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator
- 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. 522201000-PM-02, Monitor and control the work performance of a team , NQF Level 4, Credits 6

2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practice monitoring and controlling the work performance of members of a team in a wholesale or retail outlet .

The learner will be required to:

- PM-02-PS01: Improve the performance of team members
- PM-02-PS02: Prepare for inducting a new staff member

2.2 Guidelines for Practical Skills

2.2.1. PM-02-PS01: Improve the performance of team members

Scope of Practical Skill

Given a case study detailing the work performance of members of a team including good performance, and poor performance caused through lack of training, through low motivation and through failing to meet standards even after a number of interventions the learner must be able to:

- PA0101 Reinforce good work performance
- PA0102 Determine causes of poor performance
- PA0103 Recommend corrective action for poor performance

Applied Knowledge

- AK0101 Methods of reinforcing good work performance
- AK0102 Techniques for analysing case studies
- AK0103 Techniques for identifying causes of poor performance
- AK0104 Methods for improving poor work performance

Internal Assessment Criteria

- IAC0102 The causes of poor performance are determined as per scenarios given
- IAC0103 The causes of poor performance are determined as per scenarios given
- IAC0101 Good work performance is reinforced using generally accepted business methods

2.2.2. PM-02-PS02: Prepare for inducting a new staff member

Scope of Practical Skill

Given a case study detailing the organisations policies and procedures in terms of inducting a new team member including the required documentation and a DVD/case study detailing how the new staff member was inducted the learner must be able to:

- PA0201 Develop an orientation and induction checklist

- PA0202 Determine good and bad practice in the induction performed in the store

Applied Knowledge

- AK0201 Techniques for analysing case studies
- AK0202 Techniques for developing checklists
- AK0203 Techniques orientating and inducting new staff

Internal Assessment Criteria

- IAC0201 The checklist details all aspects of orientation and induction as required by the policies and procedures of the organisation
- IAC0202 Good and bad practices are determined as per the scenario given

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment
- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aids

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator
- 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. 522201000-PM-03, Supervise operations , NQF Level 4, Credits 4

3.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practice at supervising operations in a wholesale or retail outlet

The learner will be required to:

- PM-03-PS01: Supervise loss control
- PM-03-PS02: Supervise housekeeping
- PM-03-PS03: Supervise health and safety

3.2 Guidelines for Practical Skills

3.2.1. PM-03-PS01: Supervise loss control

Scope of Practical Skill

Given case study/DVD detailing situations where staff cause losses to a wholesale or retail outlet the learner must be able to:

- PA0101 Determine the causes of the losses
- PA0102 Recommend actions to minimise the losses

Applied Knowledge

- AK0101 Techniques for analysing case studies
- AK0102 Matching loss prevention actions to wholesale and retail loss causing situations

Internal Assessment Criteria

- IAC0101 causes of the losses are determined as per the scenario given
- IAC0102 The recommendations to minimise the losses are practical and will reduce losses in the outlet

3.2.2. PM-03-PS02: Supervise housekeeping

Scope of Practical Skill

Given a case study/DVD detailing housekeeping practices in a wholesale or retail outlet the learner must be able to:

- PA0201 Determine acceptable and unacceptable housekeeping practices
- PA0202 Recommend actions to improve housekeeping practices

Applied Knowledge

- AK0201 Techniques for analysing case studies
- AK0202 Techniques to improve housekeeping in a wholesale and retail outlet

Internal Assessment Criteria

- IAC0201 Acceptable and unacceptable housekeeping practices are determined as per the given scenario
- IAC0202 The recommendations to improve housekeeping in the outlet are practical

3.2.3. PM-03-PS03: Supervise health and safety

Scope of Practical Skill

Given case study/DVD detailing health and safety standards and practices in a wholesale or retail outlet the learner must be able to:

- PA0301 Determine acceptable and unacceptable health and safety practices
- PA0302 Recommend actions to improve health and safety practices

Applied Knowledge

- AK0301 Techniques for analysing case studies
- AK0302 Techniques to improve health and safety practices in a wholesale and retail outlet
- AK0303 Specific applicable legislation

Internal Assessment Criteria

- IAC0301 Acceptable and unacceptable health and safety practices are identified as per the given scenario
- IAC0302 The recommendations to improve health and safety in the outlet are practical

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment
- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aids

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator

- 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. 522201000-PM-04, Supervise service to internal and external retail and wholesale customers , NQF Level 4, 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 practice at supervising service to both internal and external customers of a wholesale or retail outlet

The learner will be required to:

- PM-04-PS01: Supervise service to internal customers
- PM-04-PS02: Supervise service to external customers

4.2 Guidelines for Practical Skills

4.2.1. PM-04-PS01: Supervise service to internal customers

Scope of Practical Skill

- PA0101 Determine service that does not meet the required standard
- PA0102 Recommend actions to improve service provided

Applied Knowledge

- AK0101 Techniques for analysing case studies
- AK0102 Techniques for identifying gaps in service standards provided
- AK0103 Techniques for closing the gap between required and actual service performance

Internal Assessment Criteria

- IAC0101 The service not up to standard is determined as detailed in the scenarios
- IAC0102 The recommendations to improve service are practical and appropriate to the scenarios

4.2.2. PM-04-PS02: Supervise service to external customers

Scope of Practical Skill

- PA0201 Determine service that does not meet the required standard
- PA0202 Recommend actions to improve service provided

Applied Knowledge

- AK0201 Techniques for analysing case studies
- AK0202 Techniques for identifying gaps in service standards provided
- AK0203 Techniques for closing the gap between required and actual service performance

Internal Assessment Criteria

- IAC0201 The service not up to standard is determined as detailed in the scenarios
- IAC0202 The recommendations to improve service are practical and appropriate to the scenarios

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment
- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aids

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator
- 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

5. 522201000-PM-05, Resolve queries and complaints from internal and external retail and wholesale customers, NQF Level 4, 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 practice at responding to customer queries and complaints

The learner will be required to:

- PM-05-PS01: Respond to customer queries
- PM-05-PS02: Resolve customer complaints

5.2 Guidelines for Practical Skills

5.2.1. PM-05-PS01: Respond to customer queries

Scope of Practical Skill

- PA0101 Determine the queries to be escalated and those that require the supervisor's response
- PA0102 Identify acceptable and unacceptable practice in responding to customer queries
- PA0103 Recommend the appropriate response where the responses given was unacceptable,

Applied Knowledge

- AK0101 Techniques for analysing case studies
- AK0102 Matching responses to various queries
- AK0103 Techniques for responding to customer queries

Internal Assessment Criteria

- IAC0101 The queries requiring escalation are identified in terms of the situations in the scenario
- IAC0102 The queries requiring the supervisors response are identified in terms of the situations in scenario
- IAC0103 Acceptable and unacceptable responses to customer queries are identified in terms of the situations given
- IAC0104 Responses proposed are appropriate, practical and applicable to the query

5.2.2. PM-05-PS02: Resolve customer complaints

Scope of Practical Skill

- PA0201 Calm the customer
- PA0202 Resolve the complaint

Applied Knowledge

- AK0201 Techniques for calming angry customers
- AK0202 Problem solving techniques

Internal Assessment Criteria

- IAC0201 The supervisor listens and responds to the customer in a manner that diffuses emotions
- IAC0202 The complaint is resolved in a practical and appropriate manner

5.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Provider to have real or simulated wholesale or retail environment
- Audio-visual equipment and all other required equipment
- Learning material covering the supervising of retail and wholesale staff
- Learner Guide
- Facilitator Guide
- Visual Aids

Human Resource Requirements:

- Facilitators to have relevant knowledge and experience in the supervision of retail and wholesale staff.
- A ratio of a maximum of 15 learners to one facilitator
- 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

5.4 Exemptions

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

- 522201000-WM-01, Processes and procedures for supervising wholesale or retail staff, NQF Level 4, Credits 30
- 522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, Credits 20
- 522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, Credits 10

1. 522201000-WM-01, Processes and procedures for supervising wholesale or retail staff, NQF Level 4, Credits 30

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 supervising the work performance of a team. The Learner will be required to successfully complete each Work Experience module for at least 4 weeks under supervision before operating for 4 weeks independently. The three Work Experience modules can be completed at the same time.

The learner will be required to:

- WM-01-WE01: Communicate at required levels
- WM-01-WE02: Plan and hold planning meetings
- WM-01-WE03: Follow up and take action
- WM-01-WE04: Handle conflict
- WM-01-WE05: Induct a new staff member
- WM-01-WE06: Supervise on-the-job coaching and training

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Communicate at required levels

Scope of Work Experience

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

- WA0101 Communicate with persons at a higher level verbally and in writing
- WA0102 Communicate with the members of the team
- WA0103 Communicate with other supervisors at the same level

Supporting Evidence

- SE0101 Witness testimony from the learner's manager confirming that the learner is able to communicate clearly both verbally and in writing using appropriate language when communicating at all required levels
- SE0102 Witness testimony from a member of the learners team stating the learner communicates clearly with the team
- SE0103 Witness testimony from other staff at the same level as the learner stating the learner communicates clearly and uses appropriate language

1.2.2. WM-01-WE02: Plan and hold planning meetings

Scope of Work Experience

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

- WA0201 Plan daily and weekly tasks

- WA0202 Prepare an agenda for operational meetings to delegate work to the team
- WA0203 Hold operational planning meetings delegating work to the team
- WA0204 Motivate team members

Supporting Evidence

- SE0201 5 Task lists of all tasks prepared for 5 different days by the learner listing team members to complete them along with the time it should take to complete the tasks
- SE0202 5 agendas completed by the learner for 5 operational team meetings
- SE0203 Witness testimony from the learners supervisor stating the learner has fully prepared for the meetings, held the meetings according to organisational culture and delegated tasks and motivated the team to complete tasks to the required standards and on time

1.2.3. WM-01-WE03: Follow up and take action

Scope of Work Experience

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

- WA0301 Follow up ensuring tasks are being completed as per the days plans
- WA0302 Follow up to ensure the work performance of the team is to standards
- WA0303 Adjust the days plans where required
- WA0304 Correct performance issues

Supporting Evidence

- SE0301 A report from the learner detailing what parts of the days plans were completed successfully and which were not successfully completed signed off by the learners supervisor
- SE0302 A report from the learner detailing which staff members completed their tasks to the required standards and which did not signed off by the learners supervisor
- SE0303 A report from the learner detailing how the days plans were adjusted to ensure all required tasks were completed on time signed off by the learners supervisor
- SE0304 A report from the learner detailing how unacceptable work performance was corrected signed off by the learners supervisor

1.2.4. WM-01-WE04: Handle conflict

Scope of Work Experience

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

- WA0401 Handle conflict between self and a team member
- WA0402 Handle conflict between team members

Supporting Evidence

- SE0401 A report from the learner signed off by the learners supervisor detailing a conflict situation between the learner and a team member and how it was handled and resolved
- SE0402 A report from the learner signed off by the learners supervisor detailing a conflict situation between two team members and how it was handled and resolved.

1.2.5. WM-01-WE05: Induct a new staff member

Scope of Work Experience

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

- WA0501 Plan for the induction of a new staff member
- WA0502 Induct a new staff member

Supporting Evidence

- SE0501 The plans for the induction of a new staff member detail all the administration required to be completed, the allocation of a buddy and lists the hand-out for the new staff member and topics to be discussed
- SE0502 Witness testimony from the new staff member detailing what took place as part of the induction and detailing all hand outs received

1.2.6. WM-01-WE06: Supervise on-the-job coaching and training

Scope of Work Experience

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

- WA0601 Coach members of the team
- WA0602 Arrange training for a team member

Supporting Evidence

- SE0601 Witness testimony from a team member detailing the coaching provided by the learner and signed off by the learners supervisor
- SE0602 A report from the learner detailing the training arranged for a team member and how this training took place. Signed off by the learners supervisor
- SE0603 Witness testimony from a team member detailing the training arranged for him/her by the learner and how successful this training was

1.3 Contextualised Workplace Knowledge

1 Organisation policy and procedures for correcting staff

2 Organisational policies and procedures for motivating staff

3 Organisational policies and procedures for monitoring and evaluating staff performance

4 Organisational policies and procedures for planning and delegating

- 5 Organisational policies and procedures for holding meetings with store teams
- 6 Organisational policies and procedures for following up and taking corrective action
- 7 Organisational policies and procedures for handling conflict
- 8 Organisational disciplinary procedures
- 9 Knowledge of the roles and responsibilities of staff reporting to the supervisor
- 10 Organisation's code of conduct and code of ethics
- 11 Organisational workplace standards
- 12 Organisational procedures for communicating standards of performance
- 13 Organisational procedures for monitoring and evaluating staff performance (daily, monthly)
- 14 Organisational procedures for giving feedback
- 15 Organisational procedures for bridging performance gaps
- 16 Organisational policy and procedures for staff scheduling
- 17 Organisational policy and procedures for compiling task lists and prioritising tasks
- 18 Organisational policy and procedures for conducting and recording in-store meetings
- 19 Organisational policy and procedures for handling conflict
- 20 Organisational policy and procedures for communicating at various levels
- 21 . Organisation policy and procedures for the induction of staff
- 22 Organisational policies and procedures for training and coaching of staff

1.4 Criteria for Workplace Approval

Physical Requirements:

- Operational business.
- A team of at least 2 people under the leadership of the learner
- 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

Human Resource Requirements:

- Manager with at least 2 year experience of managing teams

Legal Requirements:

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

1.5 Additional Assignments to be Assessed Externally

None

2. 522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, Credits 20

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 supervising the operations of a specific area of responsibility in a wholesale or retail outlet. The Learner will be required to successfully complete each Work Experience module for at least 4 weeks under supervision before operating for 4 weeks independently. The three Work Experience modules can be completed at the same time.

The learner will be required to:

- WM-02-WE01: Supervise loss control
- WM-02-WE02: Supervise housekeeping
- WM-02-WE03: Supervise safe working procedures
- WM-02-WE04: Supervise area of responsibility

2.2 Guidelines for Work Experiences

2.2.1. WM-02-WE01: Supervise loss control

Scope of Work Experience

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

- WA0101 Identify areas of potential loss in area of responsibility
- WA0102 Minimise the potential for loss

Supporting Evidence

- SE0101 A checklist detailing all areas of potential loss in the learners area of responsibility signed off by the learners supervisor
- SE0102 5 checklists completed by the learner evaluating loss prevention in the area of responsibility signed off by the learners supervisor
- SE0103 A report by the learner detailing action taken where loss prevention did not meet the required standards signed by the learners supervisor

2.2.2. WM-02-WE02: Supervise housekeeping

Scope of Work Experience

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

- WA0201 Identify aspects of housekeeping to be supervised
- WA0202 Supervise the required standards of housekeeping

Supporting Evidence

- SE0201 A checklist detailing all aspects of housekeeping to be evaluated in the learners area of responsibility signed off by the learners supervisor
- SE0202 5 checklists completed by the learner evaluating standards of housekeeping in the area of responsibility signed off by the learners supervisor
- SE0203 A report by the learner detailing action taken where housekeeping standards did not meet the required standards signed by the learners supervisor

2.2.3. WM-02-WE03: Supervise safe working procedures

Scope of Work Experience

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

- WA0301 Identify aspects of safety to be supervised
- WA0302 Supervise safety in the workplace

Supporting Evidence

- SE0301 A checklist detailing all aspects of safety to be evaluated in the learners area of responsibility signed off by the learners supervisor
- SE0302 5 checklists completed by the learner evaluating safety in the area of responsibility signed off by the learners supervisor
- SE0303 A report by the learner detailing action taken where safety standards did not meet the required standards signed by the learners supervisor

2.2.4. WM-02-WE04: Supervise area of responsibility

Scope of Work Experience

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

- WA0401 Supervise work standards in the area of responsibility
- WA0402 Complete administration

Supporting Evidence

- SE0401 Witness testimony from the learner's supervisor confirming that the learner supervises standards of work to ensure organisational standards in the area of responsibility are maintained
- SE0402 A report from the learner listing administration to be completed in area of responsibility and detailing deadlines signed by the learners supervisor
- SE0403 Witness testimony from the learner's supervisor confirming that the learner completes all administration to organisational standards

2.3 Contextualised Workplace Knowledge

1 Organisation processes and procedures for supervising, implementing and maintaining retail or wholesale processes and procedures at the area of responsibility

2 Organisation processes and procedures for supervising loss control, housekeeping and safe working procedures at the area of responsibility

3 Organisation processes and procedures for the completion of retail and wholesale admin at the area of responsibility

4 Organisation processes and procedures for the preparation / compliance for auditing activities at the area of responsibility

5 Specific legislation impacting on area of responsibility

6 Organisation processes and procedures for the implementation of legislation impacting on area of responsibility

2.4 Criteria for Workplace Approval

Physical Requirements:

- Operational business.
- A team of at least 2 people under the leadership of the learner ,
- 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

Human Resource Requirements:

- Manager with at least 2 year experience of managing teams

Legal Requirements:

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

2.5 Additional Assignments to be Assessed Externally

None

3. 522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, Credits 10

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 enhancing service to both internal and external customers The Learner will be required to successfully complete each Work Experience module for at least 4 weeks under supervision before operating for 4 weeks independently The three Work Experience modules can be completed at the same time.

The learner will be required to:

- WM-03-WE01: Supervising service to internal customers
- WM-03-WE02: Supervising service to external customers

3.2 Guidelines for Work Experiences

3.2.1. WM-03-WE01: Supervising service to internal customers

Scope of Work Experience

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

- WA0101 Identify aspects of service to internal customers to be supervised
- WA0102 Supervise service to internal customers

Supporting Evidence

- SE0101 A checklist detailing all aspects of service to internal customers (within the store) to be supervised, signed off by the learners supervisor
- SE0102 5 checklists completed by the learner evaluating service to internal customers signed by the learners supervisor
- SE0103 Witness testimony from 3 internal customers confirming the service received from the learners team meets expectations of the organisation

3.2.2. WM-03-WE02: Supervising service to external customers

Scope of Work Experience

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

- WA0201 Identify aspects of service to external customers to be supervised
- WA0202 Supervise service to external customers
- WA0203 Resolve customer complaints

Supporting Evidence

- SE0201 A checklist detailing all aspects of service to external customers (external to the store) to be supervised signed off by the learners supervisor

- SE0202 5 checklists completed by the learner evaluating service to external customers signed by the learners supervisor
- SE0203 Witness testimony from 2 external customers confirming the service received from the learner's team meets expectations
- SE0204 Witness testimony from the learner's supervisor or manager detailing the learner's ability to resolve or escalate customer complaints according to the organisation's policies and procedures

3.3 Contextualised Workplace Knowledge

1 Internal and external customers applicable to area of responsibility

2 Standards of service for internal and external customers

3 Organisation processes and procedures for supervising service to internal and external customers applicable to area of responsibility

4 Organisations policy for resolving customer complaints

5 Organisations policy and procedures for escalating customer complaints

3.4 Criteria for Workplace Approval

Physical Requirements:

- Operational business.
- A team of at least 2 people under the leadership of the learner
- 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

Human Resource Requirements:

- Manager with at least 2 year experience of managing teams

Legal Requirements:

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

3.5 Additional Assignments to be Assessed Externally

None

SECTION 4: STATEMENT OF WORK EXPERIENCE

Curriculum Number:	522201000
Curriculum Title:	Retail Supervisor

Learner Details	
Name:	
ID Number:	

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

522201000-WM-01, Processes and procedures for supervising wholesale or retail staff, NQF Level 4, Credits 30

WM-01-WE01	Communicate at required levels		
	Scope Work Experience	Date	Signature
WA0101	Communicate with persons at a higher level verbally and in writing		
WA0102	Communicate with the members of the team		
WA0103	Communicate with other supervisors at the same level		
	Supporting Evidence	Date	Signature
SE0101	Witness testimony from the learner's manager confirming that the learner is able to communicate clearly both verbally and in writing using appropriate language when communicating at all required levels		
SE0102	Witness testimony from a member of the learner's team stating the learner communicates clearly with the team		
SE0103	Witness testimony from other staff at the same level as the learner stating the learner communicates clearly and uses appropriate language		
WM-01-WE02	Plan and hold planning meetings		
	Supporting Evidence	Date	Signature
SE0201	5 Task lists of all tasks prepared for 5 different days by the learner listing team members to complete them along with the time it should take to complete the tasks		
SE0202	5 agendas completed by the learner for 5 operational team meetings		
SE0203	Witness testimony from the learners supervisor stating the learner has fully prepared for the meetings, held the meetings according to organisational culture and delegated tasks and motivated the team to complete tasks to the required standards and on time		

	Scope Work Experience	Date	Signature
WA0201	Plan daily and weekly tasks		
WA0202	Prepare an agenda for operational meetings to delegate work to the team		
WA0203	Hold operational planning meetings delegating work to the team		
WA0204	Motivate team members		
WM-01-WE03	Follow up and take action		
	Scope Work Experience	Date	Signature
WA0301	Follow up ensuring tasks are being completed as per the days plans		
WA0302	Follow up to ensure the work performance of the team is to standards		
WA0303	Adjust the days plans where required		
WA0304	Correct performance issues		
	Supporting Evidence	Date	Signature
SE0301	A report from the learner detailing what parts of the days plans were completed successfully and which were not successfully completed signed off by the learners supervisor		
SE0302	A report from the learner detailing which staff members completed their tasks to the required standards and which did not signed off by the learners supervisor		
SE0303	A report from the learner detailing how the days plans were adjusted to ensure all required tasks were completed on time signed off by the learners supervisor		
SE0304	A report from the learner detailing how unacceptable work performance was corrected signed off by the learners supervisor		

WM-01-WE04	Handle conflict		
	Scope Work Experience	Date	Signature
WA0401	Handle conflict between self and a team member		
WA0402	Handle conflict between team members		
	Supporting Evidence	Date	Signature
SE0401	A report from the learner signed off by the learners supervisor detailing a conflict situation between the learner and a team member and how it was handled and resolved		
SE0402	A report from the learner signed off by the learners supervisor detailing a conflict situation between two team members and how it was handled and resolved.		
WM-01-WE05	Induct a new staff member		
	Scope Work Experience	Date	Signature
WA0501	Plan for the induction of a new staff member		
WA0502	Induct a new staff member		
	Supporting Evidence	Date	Signature
SE0501	The plans for the induction of a new staff member detail all the administration required to be completed, the allocation of a buddy and lists the hand-out for the new staff member and topics to be discussed		
SE0502	Witness testimony from the new staff member detailing what took place as part of the induction and detailing all hand outs received		
WM-01-WE06	Supervise on-the-job coaching and training		
	Scope Work Experience	Date	Signature
WA0601	Coach members of the team		
WA0602	Arrange training for a team member		

	Supporting Evidence	Date	Signature
SE0601	Witness testimony from a team member detailing the coaching provided by the learner and signed off by the learners supervisor		
SE0602	A report from the learner detailing the training arranged for a team member and how this training took place. Signed off by the learners supervisor		
SE0603	Witness testimony from a team member detailing the training arranged for him/her by the learner and how successful this training was		

	Contextualised Workplace Knowledge	Date	Signature
1	Organisation policy and procedures for correcting staff		
2	Organisational policies and procedures for motivating staff		
3	Organisational policies and procedures for monitoring and evaluating staff performance		
4	Organisational policies and procedures for planning and delegating		
5	Organisational policies and procedures for holding meetings with store teams		
6	Organisational policies and procedures for following up and taking corrective action		
7	Organisational policies and procedures for handling conflict		
8	Organisational disciplinary procedures		

9	Knowledge of the roles and responsibilities of staff reporting to the supervisor		
10	Organisation's code of conduct and code of ethics		
11	Organisational workplace standards		
12	Organisational procedures for communicating standards of performance		
13	Organisational procedures for monitoring and evaluating staff performance (daily, monthly)		
14	Organisational procedures for giving feedback		
15	Organisational procedures for bridging performance gaps		
16	Organisational policy and procedures for staff scheduling		
17	Organisational policy and procedures for compiling task lists and prioritising tasks		
18	Organisational policy and procedures for conducting and recording in-store meetings		
19	Organisational policy and procedures for handling conflict		
20	Organisational policy and procedures for communicating at various levels		
21	. Organisation policy and procedures for the induction of staff		

22	Organisational policies and procedures for training and coaching of staff		
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	Additional Assignments to be Assessed Externally	Date	Signature
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522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, Credits 20

WM-02-WE01	Supervise loss control		
	Scope Work Experience	Date	Signature
WA0101	Identify areas of potential loss in area of responsibility		
WA0102	Minimise the potential for loss		
	Supporting Evidence	Date	Signature
SE0101	A checklist detailing all areas of potential loss in the learners area of responsibility signed off by the learners supervisor		
SE0102	5 checklists completed by the learner evaluating loss prevention in the area of responsibility signed off by the learners supervisor		
SE0103	A report by the learner detailing action taken where loss prevention did not meet the required standards signed by the learners supervisor		
WM-02-WE02	Supervise housekeeping		
	Scope Work Experience	Date	Signature
WA0201	Identify aspects of housekeeping to be supervised		
WA0202	Supervise the required standards of housekeeping		

	Supporting Evidence	Date	Signature
SE0201	A checklist detailing all aspects of housekeeping to be evaluated in the learners area of responsibility signed off by the learners supervisor		
SE0202	5 checklists completed by the learner evaluating standards of housekeeping in the area of responsibility signed off by the learners supervisor		
SE0203	A report by the learner detailing action taken where housekeeping standards did not meet the required standards signed by the learners supervisor		
WM-02-WE03	Supervise safe working procedures		
	Scope Work Experience	Date	Signature
WA0301	Identify aspects of safety to be supervised		
WA0302	Supervise safety in the workplace		
	Supporting Evidence	Date	Signature
SE0301	A checklist detailing all aspects of safety to be evaluated in the learners area of responsibility signed off by the learners supervisor		
SE0302	5 checklists completed by the learner evaluating safety in the area of responsibility signed off by the learners supervisor		
SE0303	A report by the learner detailing action taken where safety standards did not meet the required standards signed by the learners supervisor		
WM-02-WE04	Supervise area of responsibility		
	Scope Work Experience	Date	Signature
WA0401	Supervise work standards in the area of responsibility		
WA0402	Complete administration		
	Supporting Evidence	Date	Signature

SE0401	Witness testimony from the learner's supervisor confirming that the learner supervises standards of work to ensure organisational standards in the area of responsibility are maintained		
SE0402	A report from the learner listing administration to be completed in area of responsibility and detailing deadlines signed by the learners supervisor		
SE0403	Witness testimony from the learner's supervisor confirming that the learner completes all administration to organisational standards		

	Contextualised Workplace Knowledge	Date	Signature
1	Organisation processes and procedures for supervising, implementing and maintaining retail or wholesale processes and procedures at the area of responsibility		
2	Organisation processes and procedures for supervising loss control, housekeeping and safe working procedures at the area of responsibility		
3	Organisation processes and procedures for the completion of retail and wholesale admin at the area of responsibility		
4	Organisation processes and procedures for the preparation / compliance for auditing activities at the area of responsibility		
5	Specific legislation impacting on area of responsibility		
6	Organisation processes and procedures for the implementation of legislation impacting on area of		

	responsibility		
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	Additional Assignments to be Assessed Externally	Date	Signature
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522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, Credits 10

WM-03-WE01	Supervising service to internal customers		
	Scope Work Experience	Date	Signature
WA0101	Identify aspects of service to internal customers to be supervised		
WA0102	Supervise service to internal customers		
	Supporting Evidence	Date	Signature
SE0101	A checklist detailing all aspects of service to internal customers (within the store) to be supervised, signed off by the learners supervisor		
SE0102	5 checklists completed by the learner evaluating service to internal customers signed by the learners supervisor		
SE0103	Witness testimony from 3 internal customers confirming the service received from the learners team meets expectations of the organisation		
WM-03-WE02	Supervising service to external customers		
	Scope Work Experience	Date	Signature
WA0201	Identify aspects of service to external customers to be supervised		
WA0202	Supervise service to external customers		

WA0203	Resolve customer complaints		
	Supporting Evidence	Date	Signature
SE0201	A checklist detailing all aspects of service to external customers (external to the store) to be supervised signed off by the learners supervisor		
SE0202	5 checklists completed by the learner evaluating service to external customers signed by the learners supervisor		
SE0203	Witness testimony from 2 external customers confirming the service received from the learner's team meets expectations		
SE0204	Witness testimony from the learner's supervisor or manager detailing the learner's ability to resolve or escalate customer complaints according to the organisation's policies and procedures		

	Contextualised Workplace Knowledge	Date	Signature
1	Internal and external customers applicable to area of responsibility		
2	Standards of service for internal and external customers		
3	Organisation processes and procedures for supervising service to internal and external customers applicable to area of responsibility		
4	Organisations policy for resolving customer complaints		
5	Organisations policy and procedures for escalating customer complaints		

	Additional Assignments to be Assessed Externally	Date	Signature
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