

# Appendix A

## Retail and Wholesale Occupational Groups



### 1. Senior Officials and managers/Owner managers

*This group includes occupations whose main tasks consist of determining and formulating policy and strategic planning, or planning, directing and co-ordinating the policies and activities of the organisation in the private and public sectors, determining and formulating laws and for directing and controlling the functions of the organisation. Includes: chief executive officer; president; vice-president; chief operating officers; general managers and divisional heads, managers who provide the direction of a critical technical function.*

### 2. Professionals

*This group includes occupations whose main tasks require a high level of professional knowledge and experience in the fields of physical and life sciences, or social sciences and humanities. The main tasks consist of increasing the existing stock of knowledge, applying scientific and artistic concepts and theories to the solution of problems, and teaching about the foregoing in a systematic manner. Includes architects; lawyers; biologists; psychologists; accountants; physicians; system analysts.*

### 3. Technicians

*This group includes occupations whose main tasks require technical knowledge and experience in one or more fields of the physical and life sciences, or the social sciences and humanities. The main tasks consist of carrying out technical work connected with the application of concepts and operational methods in the above-mentioned fields and in teaching at certain educational levels. Includes: computer programmers; nurses; physio-and-occupational therapists; draftsmen/women, photographers; illustrating artists; product designers; specialised inspectors and testers of electronic, electrical, mechanical etc., products; vocational instructors; technicians; designer; quality inspector, buyers, planners etc.*

### 4. Clerical/Administrative Workers

*This group includes occupations whose main tasks require the knowledge and experience necessary to organise, store, compute and retrieve information. The main tasks consist of performing secretarial duties, operating word processors and other office machines, recording and computing numerical data, and performing a number of customer orientated clerical duties, mostly in connection with mail services, money handling operations and appointments. Includes all clerical work, regardless of difficulty, in which the activities are predominantly non-manual. Includes: bookkeepers; tellers; cashiers; collectors (bills and accounts); messengers and office helpers; office machine operators; mail clerks; typists; telephone operators; electronic data processing equipment operators; clerks (production, shipping and receiving, stock, scheduling, library, reception, personnel, statistical, general office); secretaries etc.*

### 5. Service Workers

*This group includes occupations whose main tasks require the knowledge and experience necessary to provide personal and protective services and to sell goods in shops or markets. The main tasks consist of providing services related to travel, housekeeping, catering, personal care, protection of individuals and property, and maintaining law and order, or selling goods in shops or markets. Includes food and beverage serving occupations; housekeepers; sales workers and sales clerks; shop attendants, merchandisers, sales people of technical and business services; etc.*

#### **6. Agricultural and Fishery Workers**

*This group includes occupations whose main tasks require the knowledge and experience necessary to produce farm, forestry and fishery products. The main tasks consist of growing crops, breeding or hunting animals, catching or cultivating fish; conserving and working forests; and selling agricultural and fisher products to purchasers. Includes: farmers; growers; planters; viticulturists; winemakers; skilled horticultural workers; greenkeepers; skilled fishermen/women; etc.*

#### **7. Skilled Workers**

*This group includes occupations whose main tasks require the knowledge and experience of skilled trades and handicrafts. Among other things, this involve an understanding of materials and tools to be used, as well as all stages of the production process, including the characteristics and the intended use of the final product. They are frequently journeymen/women who have received an extensive period of training. The main tasks consist of extracting raw materials; constructing buildings and other structures and making various products; as well as handicraft goods. Includes carpenters; shopfitters; bakers, butchers etc.*

#### **8. Plant/Machine Operators and Assemblers**

*This group includes occupations whose main tasks require the knowledge and experience necessary to operate and monitor large-scale and often highly automated industrial machinery and equipment. The main tasks consists of operating and monitoring of mining; processing; and production machinery and equipment, as well as driving vehicles and operating mobile plant, or assembling products from components. Includes: truck and tractor drivers; forklift operators etc.*

#### **9. Labourers**

*This group covers occupations which require relatively low / elementary levels of knowledge and experience necessary to perform mostly simple and routine tasks, involving the use of hand held tools and in some cases considerable physical effort, and, with few exceptions, limited personal initiative and judgement. The main tasks consist of selling goods in streets, door-keeping and property watching, as well as cleaning, washing, pressing and working as labourers in the fields of mining, agriculture and fishing, construction and manufacturing. Includes: news and other vendors; garage attendants; car washers and greasers; gardeners; sweepers, cleaners; packers etc.*

#### **10. Apprentices and Section 18 (2) Learners**

*This group covers all learners on learnership contracts in organisations as stipulated in the Skills Development Act No. 97 of 1998.*