

**ASSESSMENT SPECIFICATION DOCUMENT**

Occupational Code	Qualification Title	NQF Level	
142103	Higher Occupational Certificate: Retail Store Manager/Owner	6	

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**DQP Representative Signature**

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## **1 ASSESSMENT STRATEGY**

### **1.1 Assessment Model**

The final integrated external assessment will be done at a registered assessment site accredited by the QCTO where both theory and practical ability will be assessed. The following models will be applied for the qualification:

- Written assessment and the completion of a workplace-based assignment

### **1.2 Qualification Purpose**

The purpose of this qualification is to prepare a learner to operate as a Retail Store Manager/Owner.

A Retail Store Manager/Owner ensures the viability, profitability, and sustainability of a retail business through the application of a full range of professional business and management practices.

A competent retail Manager will demonstrate the following key attributes: Visioner, Complexity Thinking, Agile Leader, Organisational Expert, Sales Driver.

A qualified learner will be able to:

- Analyse business feasibility and develop/implement appropriate business strategies and related business processes.
- Direct and oversee the professional management of all functions of a retail business (Business stability and growth - Driver of success).
- Facilitate critical decision making to ensure the ongoing sustainability of a retail business (Business protection - Custodian of sustainability).
- Manage the core activities of a retail business; and
- Take accountability for personal professional development and continuous personal growth in terms of education, emotional maturity, and leadership ability.

### **1.3. Assessment Standards**

#### **1.3.1 Assessment Standards for the Qualification**

##### **Exit Level Outcome 1 (Weight 30%)**

Analyse business feasibility and develop/implement appropriate business strategies and related business processes.

##### **Associated Assessment Criteria**

- Apply integrated knowledge of the theories and concepts of Business Economics, Financial Management and Operations Management.
- Apply appropriate methods and procedures to develop and/or improve the business strategies of retail businesses; and

- Identify analyse and solve unfamiliar problems related to the development and implementation of business strategies and related business processes within retail business operations.

### **Exit Level Outcome 2 (Weight 30%)**

Direct and oversee the professional management of all functions of a retail business.

#### **Associated Assessment Criteria**

- Use knowledge of people and process management theories, schools of thought and related concepts and clearly indicate how these theories and concepts are utilised to optimise the professional management of a retail business.
- Pro-actively, identify analyse and solve problems, in collaboration with diverse stakeholders. The agreed solutions must be implementable and must enhance the management efficiency within a retail business.
- Identify, analyse and use the ethical and professional practices required at all levels of business management and develop integrated and sustainable policies, processes and procedures to entrench and ensure sustainable compliance with the policies, procedures and practices; and
- Evaluate, develop and implement integrated business processes and systems within a retail organisation. The processes and systems must enhance business performance, reduce business risk and facilitate business growth.

### **Exit Level Outcome 3 (Weight 20%)**

Facilitate critical decision making to ensure the ongoing sustainability of a retail business.

#### **Associated Assessment Criteria**

- Make decisions and act appropriately in familiar and new contexts by applying appropriate analysis and decision making processes and techniques to deal with a wide range of management problems both internal to the specific retail business as well as problems emanating from the external socio economic environment.
- Apply critical thinking and facilitate the professional evaluation of a range of diverse alternatives that could have significant implications for retail business sustainability; and
- Work effectively in a team or group, and to take responsibility for own decisions and actions and the decisions and actions of others within the retail business context. This includes the responsibility for the use of financial and non-financial resources.

### **Exit Level Outcome 4 (Weight 20%)**

Manage the core activities of a retail business

#### **Associated Assessment Criteria**

- Select and apply standard methods, procedures or techniques within the people and operations management field, discipline or practice, and to plan and manage an implementation of these methods, procedures and techniques process within a well-defined retail business.
- Identify, evaluate and solve defined, routine and new problems within an operating retail business, and show how to apply solutions based on relevant evidence and procedures. In each

instance the candidate must demonstrate a clear understanding of the consequences of the solutions to the problems;

- Take account of, and act in accordance with, prescribed organisational and professional ethical codes of conduct, values and practices and to seek guidance on ethical and professional issues where necessary, when managing an established retail business.

### 1.3.2 Assessment Standards for Phases

There are no phase assessments

### 1.3.3 Assessment Standards for Part Qualifications

There are no part qualifications

## 2. CRITICAL ASPECTS OF THE INTERNAL ASSESSMENTS TO BE ASSESSED EXTERNALLY

- None

## 3. CRITERIA FOR THE REGISTRATION OF ASSESSORS

- External assessors must be in possession of a qualification or certification recognised within the industry as adequate to perform the work at one level higher than the qualification being assessed;
- External assessors must have at least three years practical experience practicing the actual occupation or supervising persons practicing such occupation;

## 4. ELIGIBILITY REQUIREMENTS FOR THE EXTERNAL ASSESSMENT

In order to qualify for the external summative assessment learners must have a copy of a completed and signed Statement of Work Experience as well as proof of successful completion of the following subjects and modules or alternative programmes where applicable, as well as a signed logbook indicating that the work experience have been completed.

### 4.1 Qualification

This Qualification comprise of the following Knowledge, Practical Skills, and Work Experience modules

COMPONENT	ID	MODULE TITLE	NQF LEVEL	CREDITS
Knowledge	142103-001-01: KM01	Delivering Business Success and ensuring Business Sustainability	6	12
Knowledge	142103-001-01: KM02	Building ,protecting and Managing the Human assets in a Retail Business	6	13
Knowledge	142103-001-01: KM03	Advanced Operations Management within the Retail Sector	6	11

Knowledge	142103-001-01: KM04	Business Financial Management and Decision Making	6	9
Knowledge	142103-001-01: KM05	Advanced Marketing, Sales and Customer Management for Business Managers and Owners	6	16
Knowledge	142103-001-01: KM06	Establishing and growing long term customer loyalty	5	9
Knowledge	142103-001-01: KM07	Achieving personal purpose and leaving a legacy	5	10
Knowledge	142103-001-01: KM08	The economics of Retail and Retail Business Management	5	9
Practical Skills	142103-001-01: PM01	Evaluate and make decisions regarding Business Feasibility	6	16
Practical Skills	142103-001-01: PM02	Establish and implement business strategy	6	12
Practical Skills	142103-001-01: PM03	Establish and implement business structures, policies and processes	6	14
Practical Skills	142103-001-01: PM04	Establish and drive professional business philosophy	6	3
Practical Skills	142103-001-01: PM05	Enable and drive the achievement of business objectives	6	6
Practical Skills	142103-001-01: PM06	Ensure appropriate risk prevention, mitigation and management	6	8
Practical Skills	142103-001-01: PM07	Ensure total legal compliance	6	8
Practical Skills	142103-001-01: PM08	Ensure effective decision making regarding business profitability	6	4
Practical Skills	142103-001-01: PM09	Ensure effective decision making regarding asset management	6	8
Practical Skills	142103-001-01: PM10	Facilitate professional and effective business crisis management	6	8
Work Experience	142103-001-01: WM01	Processes for the oversight and management of the various functions within a retail business	5	8
Work Experience	142103-001-01: WM02	Analyse business feasibility and develop/implement appropriate business strategies and related business processes.	6	16
Work Experience	142103-001-01: WM03	Direct and oversee the professional management of all functions of a retail business	6	12

		(Business stability and growth - Driver of success)		
Work Experience	142103-001-01: WM04	Facilitate critical decision making to ensure the ongoing sustainability of a retail business (Business protection - Custodian of sustainability)	6	12
Work Experience	142103-001-01: WM05	Manage the core activities of a retail business	5	16
Work Experience	142103-001-01: WM06	Take accountability for personal professional development and continuous growth in terms of education, emotional maturity and leadership ability	5	8