


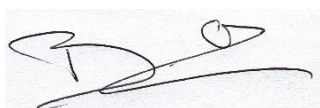


Occupational Curriculum Document				
Occupational Code	Qualification Title	NQF Level		
142103	Higher Occupational Certificate: Retail Store Manager	6		
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SECTION 1: CURRICULUM SUMMARY

Occupational Information

OFO Code: 142103

Associated Occupations: Wholesale and Retail Manager.

Occupation or Specialisation Addressed by this Curriculum: 142103-002 Retail Store Manager

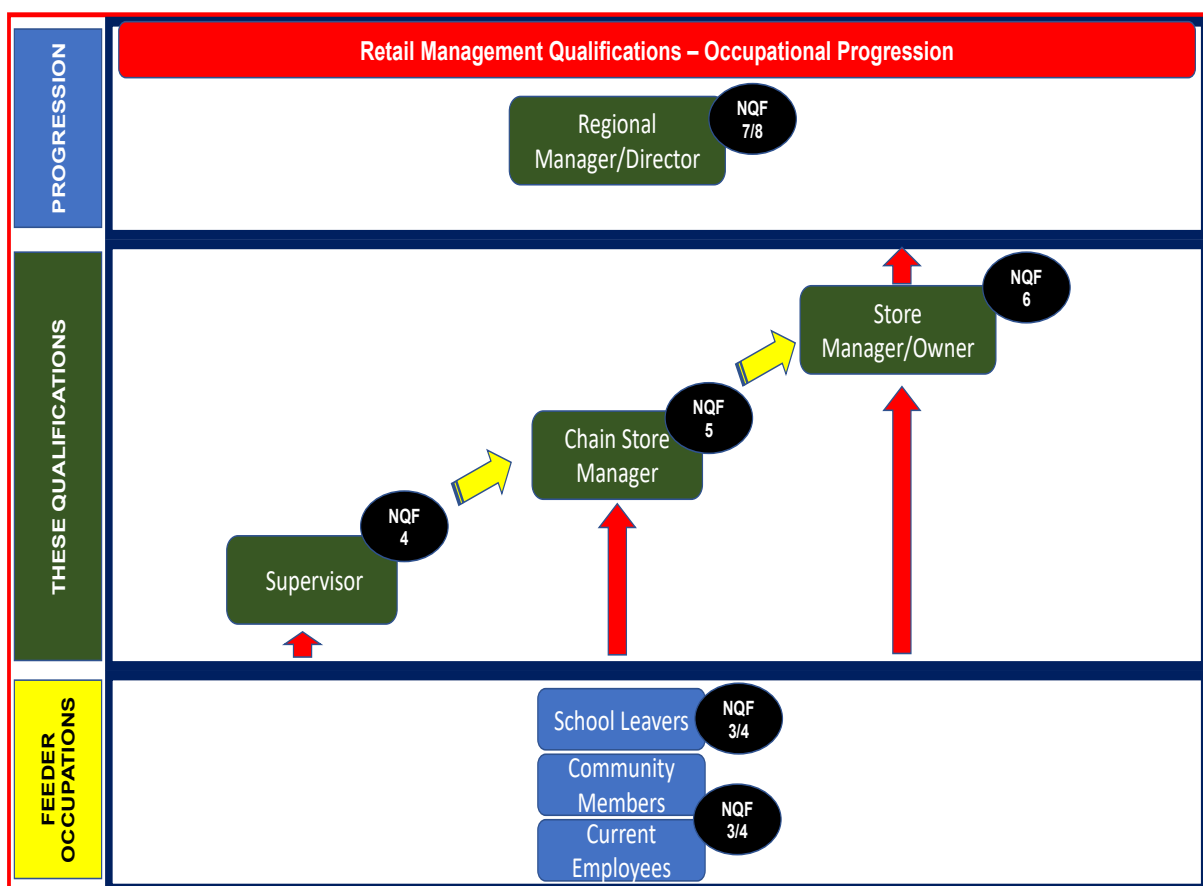
Alternative Titles used by Industry:

Retail General Manager.

- Retail Area Manager.
- Branch Manager; and
- Retail Store Owner.

Occupational Progression

All occupational qualifications are aimed at facilitating optimum career development for employees or new entrants into the work environment. The diagramme included here reflects a visual picture of the potential learning and career path of participants.



Curriculum Information

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

Curriculum Structure

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 (Business stability	6	12

		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

Knowledge Modules

Total number of credits for Knowledge Modules: 89

Practical Skill Modules

Total number of credits for Practical Skill Modules: 87

Work Experience Modules

Total number of credits for Work Experience Modules: 72

Total Credits for the Qualification: 248

Entry Requirement

To be accepted as a learner working towards the achievement of this occupational qualification the person must be in possession of a recognised NQF Level 4 qualification. (Basic Education Grade 12).

A learner who does not have the educational requirements as stated above but who does have appropriate work experience can apply to an accredited provider for recognition of prior learning (RPL). The provider must then satisfy themselves that the learner will be able to master the learning material by using a valid RPL process. In this way learners who do not meet the minimum criteria can be allowed to enter the qualification.

Assessment Quality Partner Information

- Wholesale and Retail Sector Education and Training Authority

SECTION 2: OCCUPATIONAL PROFILE

Occupational Title.

Retail Store Manager

Occupational Purpose

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.

Occupational Tasks:

- TASK 01:** Analyse business feasibility and develop/implement appropriate business strategies and related business processes.
- TASK 02:** Direct and oversee the professional management of all functions of a retail business (Business stability and growth - Driver of success).
- TASK 03:** Facilitate critical decision making to ensure the ongoing sustainability of a retail business (Business protection - Custodian of sustainability).
- TASK 04:** Manage the core activities of a retail business.
- TASK 05:** Participate in formal and informal learning and development and voluntarily engage in structured activities to enhance personal development, growth, and wellness.

Task Details:

TASK 01: Analyse business feasibility and develop/implement appropriate business strategies and related business processes.

Unique Product or Service (Unique outcome of the task):

- Appropriate strategic direction for the business at onset or at various stages during its life cycle. (Job Role: Entrepreneur and Innovator).

Occupational Responsibilities:

- Evaluate and make decisions regarding Business Feasibility.
- Establish and implement business strategy; and
- Establish and implement business structures, policies and processes.

Occupational Context:

- The incumbent will operate within the retail sector and can work as a corporate manager, manager of a small retail business or can be the owner of a retail operation. For purposes of capacitation learners on the programme should be exposed to a wide range of operations within this context.

TASK 02: Direct and Oversee the professional management of all functions of a retail business

Unique Product or Service (Unique outcome of the task):

- Ongoing optimum performance and growth of the business or specific business unit/department.

Occupational Responsibilities:

- Establish and drive professional business philosophy.
- Enable and drive the achievement of business objectives.
- Ensure appropriate risk prevention, mitigation and management; and
- Ensure total legal compliance.

Occupational Context:

- The incumbent will operate within the retail sector and can work as a corporate manager, manager of a small retail business or can be the owner of a retail operation. For purposes of capacitation learners on the programme should be exposed to a wide range of operations within this context. (Manager of Managers).

TASK 03: Facilitate critical decision making to ensure the ongoing sustainability of a retail business.

Unique Product or Service (Unique outcome of the task):

- Appropriate and effective decision making at all levels of the business.

Occupational Responsibilities:

- Ensure effective decision making regarding business profitability.
- Ensure effective decision making regarding asset management; and
- Facilitate professional and effective business crisis management.

Occupational Context:

- The incumbent will operate as a manager of managers and should gain exposure to all levels of management. This should include work at executive and, if appropriate, board level.

TASK 04: Manage the core activities of a retail business.

Unique Product or Service (Unique outcome of the task):

- Motivated and productive staff, Stakeholder satisfaction, increased stock turnover, and increased sales.

Occupational Responsibilities:

- Manage/oversee the management of people in the business.
- Manage/oversee the management of services and service delivery standards.
- Ensure the creation, building and maintenance of productive relationships with all stakeholders.

- Manage/oversee the management of marketing and sales.
- Manage/oversee the management of all financial activities in the business; and
- Manage assets and control risks and losses.

Occupational Context:

- The incumbent will operate as a manager of managers and should gain exposure to all levels of management. This should include work at executive and, if appropriate, board level.

TASK 05: Participate in formal and informal learning and development and voluntary engage in structured activities to enhance personal development, growth, and wellness.

Unique Product or Service (Unique outcome of the task):

- Purpose driven employees embarking on continuous lifelong learning and personal growth.

Occupational Responsibilities:

- Ensure availability and utilisation of professional learning and development processes in the business.
- Fully participate in and comply with agreed on and off job training and development plans and schedules.
- Identify and initiate personal development activities.
- Ensure continuous learning to stay abreast with the product and service offerings of the business/organisation and the evolving industry trends.

Occupational Context:

- The incumbent will operate as a manager of managers and should gain exposure to all levels of management. This should include work at executive and, if appropriate, board level

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

In the following section the Knowledge Modules are unpacked into: Topics, Topic Elements and Internal Assessment Criteria. Providers must prepare and deliver learning that will cover all the topics and topic elements. Providers must then assess learners using the stated assessment criteria. Once the learner has been found competent against all of these criteria, the provider must issue a Statement of Results. The statement of results will enable the learner to gain access to the Final Integrated External Assessment.

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 142103-001-01-KM01: Delivering Business Success and ensuring Business Sustainability, NQF Level 6, Credits: 12.
- 142103-001-01-KM02: Building ,protecting and Managing the Human assets in a Retail Business, NQF Level 6, Credits: 13.
- 142103-001-01-KM03: Advanced Operations Management within the Retail Sector, NQF Level 6, Credits: 11.
- 142103-001-01-KM04: Business Financial Management and Decision Making, NQF Level 6, Credits: 9.
- 142103-001-01-KM05: Advanced Marketing, Sales and Customer Management for Business Managers and Owners, NQF Level 6, Credits: 16.
- 142103-001-01-KM06: Establishing and growing long term customer loyalty, NQF Level 5, Credits: 9.
- 142103-001-01-KM07: Achieving personal purpose and leaving a legacy, NQF Level 5, Credits: 10.
- 142103-001-01-KM08: The economics of Retail and Retail Business Management, NQF Level 5, Credits: 9.

Total Credits for Knowledge Modules: 89

KNOWLEDGE MODULE DETAILS

142103-001-01: KM01: Delivering Business Success and ensuring Business Sustainability, NQF Level 6, Credits: 12.

Module Purpose (Statement of the expected Knowledge Module outcome).

The focus of the learning in this module is on building the learners knowledge and understanding of the theories, concepts and principles that underpin the key issues of business success and business sustainability. The aim of the module is to equip the learners with the fundamental knowledge and understanding required to operate at a senior level in a retail business. The learning also contains key elements required to start up or direct a retail business as a business owner.

Topics associated with module KM 01:

- KM01-KT01: The dynamics of the business environment, past, present and future. (20%).
- KM01-KT02: Governance and sustainability (20%).
- KM01-KT03: Legislation, contracts and contract management (20%).
- KM01-KT04: Managing Risk and making entrepreneurial decisions (20%).
- KM01-KT05: Legal requirements, obligations and liabilities relating to business management (20%).

TOPIC DETAILS KM01:

KM01-KT01: The dynamics of the business environment, past, present and future. (20%).

Topic Elements

- KT01-TE01: Historic perspective of business and business operations
- KT01-TE02: The ever-changing global environment
- KT01-TE03: The concept of business as ecosystems
- KT01-TE04: The issues of profit and wealth creation

Internal Assessment Criteria

- IAC01-01: Draw connections between the historic trends in businesses and the evolutions of society and technology. Elaborate on how these evolutions impacts on the structure, purpose and future of retail businesses.
- IAC01-02: Describe the concept of ecosystemic organisations and elaborate on how this concept impacts on the various roles and responsibilities of managers within a retail business.
- IAC01-03: Debate the concept of profit as it relates to overall business success. Reach an informed and motivated conclusion regarding the key business drivers that will ensure business sustainability within the retail sector.

KM01-KT02: Governance and sustainability (20%).

Topic Elements

- KT02-TE01: Definition and elements of sustainability
- KT02-TE02: Governance and governance frameworks
- KT02-TE03: Leading practices and examples of good corporate governance
- KT02-TE04: Reaping the benefits of effective corporate governance at all levels of a business.

Internal Assessment Criteria

- IAC02-01: Explore the concept of sustainability and do a comparative analysis of the various definitions of sustainability. Reach a logical and informed conclusion regarding a holistic approach to business sustainability.
- IAC02-02: Without reference to learning material or other resources summarise the key principles of the generally accepted governance frameworks that apply in the country. List the key implications of these frameworks for business leadership within the retail sector.

KM01-KT03: Legislation, contracts and contract management (20%).

Topic Elements

- KT03-TE01: Principles of developing the compliance universe for a business entity.
- KT03-TE02: Definition of a contract and types of contracts.
- KT03-TE03: Fundamental of interpreting legislation and reading contracts.
- KT03-TE04: Principles of good contract management.
- KT03-TE05: Finding and using legal advice.

Internal Assessment Criteria

- IAC01-01: Given typical business contracts and key questions regarding the implementation and termination of these contracts: Identify the legal issues and implications, discuss the most appropriate way of managing these implications and deliberate on how the negative issues could have been prevented.
- IAC01-02: Demonstrate the appropriate approach to interpreting legal documents and discuss fundamental guidelines for dealing with all contracts and legal issues from the perspective of a retail business leader.

KM01-KT04: Managing Risk and making entrepreneurial decisions (20%).

Topic Elements

- KT04-TE01: Concepts of risk and risk aversion
- KT04-TE02: Principles of responsible decision making
- KT04-TE03: Impact of decision making on entrepreneurial success

- KT04-TE04: Leading practices regarding entrepreneurial risk management and decision making

Internal Assessment Criteria

- IAC04-01: Debate the implications of the concepts of risk and risk aversion with specific reference to making entrepreneurial decisions.
- IAC04-02: Elaborate on the need for responsible decision making by giving global examples.
- IAC04-03: Debate the Impact of decision making on entrepreneurial success.
- IAC04-04: Recall and discuss Leading practices regarding entrepreneurial risk management and decision making and contextualise these practices within your own organisation.

KM01-KT05: Legal requirements, obligations and liabilities relating to business management (20%).

Topic Elements

- KT05-TE01: Alignment of legislation to the Constitution and other National and Global frameworks.
- KT05-TE02: Concept of accountability and liability.
- KT05-TE03: Legalities associated with delegations
- KT05-TE04: Interrelationships between legal compliance, Ethics, and a Purpose driven business culture.

Internal Assessment Criteria

- IAC05-01: Debate the role of the country's constitution in relation to the formulation and implementation of legislation and give practical examples of how this applies within a typical retail business.
- IAC05-02: Differentiate between the concepts of compliance, accountability, ethics, and business purpose. Debate these concepts and indicate what the interrelationships are between them and how they influence ultimate business success. Substantiate the debate making use of practical examples from typical retail businesses

Provider Accreditation Requirements for the Knowledge Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 7 that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management sciences.
- The Learner/Facilitator ratio should not exceed 50/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01: KM02: Building, protecting and Managing the Human assets in a Retail Business, NQF Level 6, Credits 8

PURPOSE:

The focus of the learning in this module is on building the learners knowledge and understanding of the concepts and principles associated with Building, protecting and Managing the Human assets in a Retail Business within the retail industry.

TOPICS:

- KM02-KT01: Global leading practices in the management of Human Assets (25%).
- KM02-KT02: The future world of work and its impact on employment and employment practices (25%).
- KM02-KT03: Concepts, principles and practices of crisis management (25%).
- KM02-KT04: Interpretation and application of the total Human Resource Management legislative Framework (25%).

TOPIC DETAILS:

KM02-KT01: Global leading practices in the management of Human Assets (25%).

Topic Elements

- KT01-TE01: The concept and implications of viewing the people working for a business as assets and not just a resource or a commodity.
- KT01-TE02: Examples of the management and treatment of people in organisations from across the globe
- KT01-TE03: The evolving needs, expectations and demands of workers in the retail sector.
- KT01-TE04: The evolution of organised labour and the advantages and disadvantages of having a unionised workforce.
- KT01-TE05: Building strategic partnerships with workers and worker organisations.

Internal Assessment Criteria

- IAC05-01: Differentiate between the concepts of employees, human resources, and human assets. Debate these concepts and inform the debate from a historic perspective regarding the value of work and the purpose of human labour.
- IAC05-02: Distinguish between the different philosophical approaches to the treatment of people in businesses and relate the implications of this to the socio-economic realities and drivers in the country.

- IAC05-03: Develop a broad strategy for the effective management of people in a retail business in your country and motivate this strategy in relation to the business philosophy, socio economic realities and governance requirements

KM02-KT02: The future world of work and its impact on employment and employment practices (25%).

Topic Elements

- KT02-TE01: The environmental changes and how it impacts on business operations.
- KT02-TE02: The evolution of technology and its impact on worker expectations, needs and demands.
- KT02-TE03: Socio economic evolution and the growing gap between the haves and have nots.
- KT02-TE04: The education and skills need of the future.
- KT02-TE05: Global leading practices in building the workforce of the future.

Internal Assessment Criteria

- IAC02-01: Speculate on the nature of employment in the retail sector of the future and contextualise this speculation in terms of hard realities within the workplace and the prevailing business environment.
- IAC02-02: Identify and motivate specific aspect of employment practices that require re-alignment with current legislation and re-adjustment to meet future realities.

KM02-KT03: Concepts, principles and practices of crisis management (25%).

Topic Elements

- KT03-TE01: Definition of a crisis.
- KT03-TE02: Preventing a crisis.
- KT03-TE03: Dealing with a crisis event/incident.
- KT03-TE04: Recalibrating the organisation after an event/incident.
- KT03-TE05: Dealing with the secondary impacts and consequences of a crisis

Internal Assessment Criteria

- IAC03-01: Without reference to learning material or other resources recall and debate the definition of a crisis. The debate should be informed by the practical realities and the concepts of business interruption vs business disruption.
- IAC03-02: Describe the three phases in crisis management and elaborate on each phase by listing and explaining the key management actions that are required during each of these phases.
- IAC03-03: Elaborate on and debate the concept of post-traumatic distress and the impact of this on the performance of people in the workplace.

KM02-KT04: Interpretation and application of the total Human Resource Management legislative Framework (25%).

Topic Elements

- KT04-TE01: Human Asset Management Legislative frameworks in alignment with the country's constitution and the relevant international conventions and practices.
- KT04-TE02: The key to interpreting legislation that governs the management of people in organisations.
- KT04-TE03: Duties and responsibilities of Human Asset Management practitioners and professionals.
- KT04-TE04: Optimising the integration and performance of the Human Asset life cycle.
- KT04-TE05: Compensation and caring for the Human Assets in a retail business

Internal Assessment Criteria

- IAC04-01: Without reference to learning material or other resources draw a basic diagramme to explain the overall legislative framework applicable to the management of people in a business. Clearly describe the purpose and intention of each component of the framework.
- IAC04-02: List and describe the roles and responsibilities of the typical Human Asset management practitioners, professionals, organisations, and related stakeholders, including regulatory bodies.
- IAC04-03: Draw appropriate connections between the various components of the human asset life cycle and describe the various professional philosophies, processes and practices that must be followed at each phase of the life cycle.

Provider Accreditation Requirements for the Knowledge Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 7 that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management sciences.
- The Learner/Facilitator ratio should not exceed 50/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01: KM03: Advanced Operations Management within the Retail Sector, NQF Level 6, Credits 15

PURPOSE:

The focus of the learning in this module is on building the learners knowledge and understanding of the application of Operations Management concepts and principles within the retail sector.

TOPICS:

- KM03-KT01: Introducing a more advanced approach to operations management and rethinking competitiveness, strategy and productivity. (5%).
- KM03-KT02: Forecasting for business success. (5%).
- KM03-KT03: Executing and facilitating effective systems design. (10%).
- KM03-KT04: Optimising Quality as a key Business Driver. (20%).
- KM03-KT05: Directing inventory management and operations scheduling. (20%).
- KM03-KT06: Driving optimum supply chain management. (30%).
- KM03-KT07: Using leading practices in project management. (10%).

TOPIC DETAILS

KM03-KT01: Introducing a more advanced approach to operations management and rethinking competitiveness, strategy and productivity. (5%).

Topic Elements

- KT01-TE01: Review of the definitions and terminology associated with operations management.
- KT01-TE02: Revisiting and building on the issue of competitiveness.
- KT01-TE03: Defining value, value creation and value adding.
- KT01-TE04: Different strategy development models and processes.
- KT01-TE05: The productivity equation and the human factors influencing productivity.

Internal Assessment Criteria

- IAC01-01: Justify the use of professional operations management processes and techniques within a retail business and draw connections between the key operations management elements and the work accountabilities of managers, supervisors and operators in a retail business.
- IAC01-02: Identify, explain and Elaborate on the definitions and terminology associated with operations management.
- IAC01-03: Debate the key issue of competitiveness.
- IAC01-04: Define the concepts of value, value creation and value adding and give practical examples within a modern retail environment.
- IAC01-05: Elaborate on different strategy development models and processes.

- IAC01-06: Explain the productivity equation and the human factors influencing productivity.

KM03-KT02: Forecasting for business success. (5%).

Topic Elements

- KT02-TE01: Features common to all forecasts.
- KT02-TE02: Elements of good forecasting.
- KT02-TE03: Steps in the forecasting process.
- KT02-TE04: Approaches to forecasting.
- KT02-TE05: Forecasts based on judgement and opinion.
- KT02-TE06: Forecasts based on time series data.
- KT02-TE07: Associative forecasting techniques.
- KT02-TE08: Accuracy and control of forecasts.
- KT02-TE09: Choosing forecasting techniques.
- KT02-TE10: Using forecasting models.

Internal Assessment Criteria

- IAC02-01: Demonstrate the ability to select appropriate forecasting techniques, models, and processes appropriate to specific business situations within the retail business environment.
- IAC02-02: Debate the role and application risks of forecasts in a business and elaborate on the potential risks by citing practical examples from the retail sector.
- IAC02-03: Indicate how the forecasting process permeates through the management and supervisory roles in a retail business and examine how forecasting can be used more effectively in day to day retail operations.

KM03-KT03: Executing and facilitating effective systems design. (10%).

Topic Elements

- KT03-TE01: Product and Service Design
- KT03-TE02: Strategic capacity planning for products and services.
- KT03-TE03: Process selection and facilities layout.
- KT03-TE04: Design of operational systems, policies, and procedures
- KT03-TE05: Location Planning and Analysis

Internal Assessment Criteria

- IAC03-01: Differentiate between the various aspects of systems design and relate these processes to practical examples in a retail business.
- IAC03-02: Elaborate on the concept of product and service design with specific emphasis in collaborative product/service design. Discuss the use of the various design processes within a retail context.

- IAC03-03: Elaborate on and debate the use of various location analysis tools and processes and conclude on the practicality and feasibility of using these tools within the retail sector.

KM03-KT04: Optimising Quality as a key Business Driver. (20%).

Topic Elements

- KT04-TE01: Evolution of quality management and the issues of measuring and validating the quality of services and products.
- KT04-TE02: Concepts and principles of total quality and its application within a retail environment.
- KT04-TE03: Quality control and how this impacts on the work of supervisors and managers.
- KT04-TE04: Managing the quality of processes and inputs.
- KT04-TE05: Relationship between attitudes and quality.

Internal Assessment Criteria

- IAC04-01: Draw connections between the various stages of quality management and the various stages of business management. Reach a conclusion regarding the differences between business management and quality management.
- IAC04-02: Discuss the impact of technology, automation and the mass media on the quality equation and conclude on the role of business leadership in defining, clarifying, promoting, and correcting quality at all levels of a business.
- IAC04-03: Identify and debate the various people aspects associated with quality and evolve practical steps that can be taken by business leaders to manage the people issues and capitalize on the inherent desire of people to excel.

KM03-KT05: Directing inventory management and operations scheduling. (20%).

Topic Elements

- KT05-TE01: Advanced Concepts and principles of inventory management
- KT05-TE02: Fundamentals of Aggregate planning.
- KT05-TE03: MPR and EPR
- KT05-TE04: Just in Time and Lean Operations
- KT05-TE05: Inventory scheduling

Internal Assessment Criteria

- IAC05-01: Recall and elaborate on the different inventory management philosophies and processes and give examples from global leading practices regarding the most appropriate use of different inventory management approaches in the retail sector.
- IAC05-02: Elaborate on the management processes required to implement leading inventory management processes and indicate how to sustain these processes through effective management and organisational behaviors

- IAC05-03: Reflect on the evolution of inventory management, and role of technology in facilitating or inhibiting effective inventory management.

KM03-KT06: Driving optimum supply chain management. (30%).

Topic Elements

- KT06-TE01: Definitions and terminologies associated with supply chain Management.
- KT06-TE02: The supply chain elements and core processes.
- KT06-TE03: Logistics as a core component of supply chain management.
- KT06-TE04: Evolution of supply chain management and leading practices in creating and optimising the supply chain.

Internal Assessment Criteria

- IAC06-01: Elaborate on the traditional definitions and terminologies associated with supply chain management and draw connections between the philosophies associated with the management of the different supply chain components.
- IAC06-02: Speculate on the implications of various supply chain modalities in relation to the potential success and sustainability of a retail business.

KM03-KT07: Using leading practices in project management. (10%).

Topic Elements

- KT07-TE01: Definitions and terminologies associated with project management
- KT07-TE02: Different types of project management.
- KT07-TE03: Project management philosophies and processes.
- KT07-TE04: Different project management roles.
- KT07-TE05: Required management skills and behaviour required for effective project management.

Internal Assessment Criteria

- IAC07-01: Evaluate and select appropriate project management philosophies and processes relevant to dealing with different issues and situations within a retail environment.
- IAC07-02: Debate the role of senior management in ensuring the effectiveness of projects.

Provider Accreditation Requirements for the Knowledge Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 7 that

is recognised by industry as appropriate for working within the Retail Management environment.

- Facilitators should have a proven track record of delivering education and training in Management sciences.
- The Learner/Facilitator ratio should not exceed 50/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

**142103-001-01: KM04: Business Financial Management and Decision Making,
NQF Level 6, Credits 19**

PURPOSE:

The focus of the learning in this module is on building the learners knowledge and understanding of the application of financial management concepts and principles within the retail sector and to reflect on the use of financial information for decision making within a retail store. retail industry.

TOPICS:

- KM04-KT01: Fundamentals of Financial Management for non-financial managers. (20%).
- KM04-KT02: Short term financial management and the management of working capital. (20%).
- KM04-KT03: Long term financial management - Investments. (20%).
- KM04-KT04: Long term financial management – Financing. (20%).
- KM04-KT05: Specialised Financial Issues (20%).

TOPIC DETAILS:

KM04-KT01: Fundamentals of Financial Management for non-financial managers. (20%).

Topic Elements

- KT01-TE01: The goals of Financial Management.
- KT01-TE02: Understanding Financial Statements.
- KT01-TE03: The Analysis of Financial Statements.
- KT01-TE04: The Time Value of Money.
- KT01-TE05: Valuation.

Internal Assessment Criteria

- IAC01-01: Elaborate on the purpose of financial accounting and discuss how financial accounting is applied in various forms of business organisations.
- IAC01-02: Draw connections between Financial Management and broader business management and elaborate on the purpose, process and application of management accounting.
- IAC01-03: Debate the fundamentals of financial accounting and illustrate the leading practices of implementing sound financial accounting within a retail business with specific reference to:
 - Risk and Return.
 - The Time Value of Money; and
 - Valuations.

KM04-KT02: Short term financial management and the management of working capital. (20%).

Topic Elements

- KT02-TE01: NET Working Capital and Cash Flow Management.
- KT02-TE02: Management of Accounts Receivable.
- KT02-TE03: Financial Management of Inventory

Internal Assessment Criteria

- IAC02-01: Distinguish all the management work related to the management of operating capital and cash flow. Debate the interrelationship between these various tasks and conclude by proposing an effective management process that should be implemented in a retail business to optimise the effective use of working capital and cash flow.
- IAC02-02: Draw connections between the operational management of inventory and the impact thereof on financial management. Debate how to optimise the inventory management processes in order to achieve the best utilisation of resources.

KM04-KT03: Long term financial management - Investments. (20%).

Topic Elements

- KT03-TE01: Capital budgeting and Cash Flow principles.
- KT03-TE02: Capital Budgeting Techniques.
- KT03-TE03: Risks and Refinement of Capital Budgeting.

Internal Assessment Criteria

- IAC03-01: Elaborate on capital expenditure motives and capital budgeting processes and describe the most effective ways of coordinating and facilitating decisions relevant to the procurement of working capital.
- IAC03-02: Elaborate in the inherent risks associated with capital procurement and debate processes of mitigating these risks. The debate should be informed by relevant practical examples from the retail industry.

KM04-KT04: Long term financial management – Financing. (20%).

Topic Elements

- KT04-TE01: Forms of Financing.
- KT04-TE02: The Cost of Capital.
- KT04-TE03: Leverage and Capital Structure.
- KT04-TE04: Dividend Policy.

Internal Assessment Criteria

- IAC04-01: Debate the optimum use of various forms of short-, medium- and long-term financing and explain the leading practices for managing credit within the retail sector.

KM04-KT05: Specialised Financial Issues (20%).

Topic Elements

- KT05-TE01: Tax and Tax Management – Ensuring compliance.
- KT05-TE02: Insurance, Warrantees and Guarantees

Internal Assessment Criteria

- IAC05-01: Elaborate on the different types of tax that a retail business is liable for and define the business processes that must be in place to ensure compliance with and optimum management of these tax liabilities.
- IAC05-02: Debate the value and necessity of the various types of insurance that is required within a retail business, compare the needs with available products and elaborate on the management processes that must be in place to ensure the correct and optimum use of insurance as a tool to mitigate the consequences of events.
- IAC05-03: Elaborate on the benefits and disadvantages of warrantees and guarantees. Make connections between these concepts and the service offerings of the business.

Provider Accreditation Requirements for the Knowledge Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 7 that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management sciences.
- The Learner/Facilitator ratio should not exceed 50/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01: KM05: Advanced Marketing, Sales and Customer Management for Business Managers and Owners, NQF Level 6, Credits 16

PURPOSE: Statement of the expected Knowledge Module outcome.

The focus of the learning in this module is on building the learners knowledge and understanding of the application of the concepts and principles of marketing, sales and customer management within the retail sector.

TOPICS:

- KM05-KT01: Definitions of marketing, branding and marketing management and review of the basic principles of marketing already covered. (10%)
- KM05-KT02: Utilising changing business models and tools for marketing in the retail sector. (20%)
- KM05-KT03: Evaluating new approaches to understanding customers (20%)
- KM05-KT04: Capitalising on the digital transformation (Risks and benefits) (20%)
- KM05-KT05: Leading the marketing function and integrating the evolving tools and methods with traditional marketing principles. (30%)

TOPIC DETAILS

KM05-KT01: Definitions of marketing, branding and marketing management and review of the basic principles of marketing already covered. (10%)

Topic Elements

- KT01-TE01: Definition of traditional marketing.
- KT01-TE02: Definition of Branding.
- KT01-TE03: Definition and description of a typical marketing management process.
- KT01-TE04: Description of key marketing terminologies
- KT01-TE05: Evolution of marketing in the retail sector

Internal Assessment Criteria

- IAC01-01: Without reference to learning material or other resources list, explain and debate the traditional marketing definitions, terminologies, and approaches.
- IAC01-02: Debate the validity and relevance of the traditional marketing approaches within the evolving retail business world.
- IAC01-03: Define and elaborate on marketing processes and techniques that should be re-evaluated. Debate how these possible changes will impact on the traditional shape of retail businesses.

KM05-KT02: Utilising changing business models and tools for marketing in the retail sector. (20%)

Topic Elements

- KT02-TE01: Applying AI to marketing
- KT02-TE02: Assembling data driven marketing systems and improve marketing decision making.
- KT02-TE03: Use collaborative marketing initiatives to generate new revenue streams and build market share and brand loyalty.

Internal Assessment Criteria

- IAC02-01: Evaluate the relevance and practical feasibility of using AI within the marketing function of a retail business.
- IAC02-02: Debate the ethical and financial implications of utilizing AI within the marketing processes of a retail business.

KM05-KT03: Evaluating new approaches to understanding customers (20%)

Topic Elements

- KT03-TE01: Apply Customer Experience and Design Thinking processes to find new ways to create value.
- KT03-TE02: Move from segmentation to personalization to optimize individual relationships.
- KT03-TE03: Develop customer personas and the customer journey to understand key marketing moments.
- KT03-TE04: Establish customer experience (CX) synergies and balance between employees, customers and shareholders.

Internal Assessment Criteria

IAC03-01: Draw connections between the traditional marketing approaches and the approaches suggested in this topic, evaluate the implications and use evidence from current leading practices in the retail industry to make conclusions regarding the benefits, disadvantages, risks and opportunities of approaching marketing in this new way of thinking.

KM05-KT04: Capitalising on the digital transformation (Risks and benefits) (20%)

Topic Elements

- KT04-TE01: Build on the mobile revolution to include location and frequency of customer interactions in marketing initiatives.
- KT04-TE02: Apply digital marketing analytics to optimize efforts across channels and platforms

Internal Assessment Criteria

- IAC04-01: Draw connections between the traditional marketing approaches and the approaches suggested in this topic, evaluate the implications and use evidence from current leading practices

in the retail industry to make conclusions regarding the benefits, disadvantages, risks and opportunities of approaching marketing in this new way of thinking

KM05-KT05: Leading the marketing function and integrating the evolving tools and methods with traditional marketing principles. (30%)

Topic Elements

- KT05-TE01: Maintain brand positioning in an omni-channel world.
- KT05-TE02: Design, form and manage alliances to establish growth plans.

Internal Assessment Criteria

- IAC05-01: Draw connections between the traditional marketing approaches and the approaches suggested in this topic, evaluate the implications and use evidence from current leading practices in the retail industry to make conclusions regarding the benefits, disadvantages, risks and opportunities of approaching marketing in this new way of thinking.

Provider Accreditation Requirements for the Knowledge Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 7 that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management sciences.
- The Learner/Facilitator ratio should not exceed 50/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

**142103-001-01: KM06: Establishing and growing long term customer loyalty,
NQF Level 5, Credits 9**

PURPOSE:

The focus of the learning in this module is on building the learners knowledge and understanding of the application of the concepts and principles of building and maintaining customer loyalty within the retail sector.

TOPICS:

- KM06-KT01: Leading practices relating to customer service and customer experience. (10%)
- KM06-KT02: Difference between customers and clients and the processes for converting customers to clients. (10%)
- KM06-KT03: Fostering brand loyalty. (20%)
- KM06-KT04: Importance and Dynamics of Customer Service delivery. (20%)
- KM06-KT05: Fundamentals of customer complaints management. (20%)
- KM06-KT06: Leading practices relating to loyalty programmes (Risks, benefits and disadvantages). (10%)
- KM06-KT07: The impact of society and culture on perceptions of service. (10%)

TOPIC DETAILS

KM06-KT01: Leading practices relating to customer service and customer experience. (10%)

Topic Elements

- KT01-TE01: Definitions of customer service and the related terms and key concepts, associated with customer service.
- KT01-TE02: Various customer service philosophies and theories.
- KT01-TE03: Generic principles for measuring and evaluating customer satisfaction
- KT01-TE04: The concept of customer experience and leading practices associated with the enhancement of the customer experience.

Internal Assessment Criteria

- IAC01-01: Describe and debate the concept of customer service and the related terms and key concepts, associated with customer service.
- IAC01-01: Explain and defend various customer service philosophies and theories.
- IAC01-01: Describe the Generic principles for measuring and evaluating customer satisfaction
- IAC01-01: Elaborate on the concept of customer experience and leading practices associated with the enhancement of the customer experience.

KM06-KT02: Difference between customers and clients and the processes for converting customers to clients. (10%)

Topic Elements

- KT02-TE01: Definitions of customers.
- KT02-TE02: Definitions of clients.
- KT02-TE03: Key attributes of a client.
- KT02-TE04: Advantages and disadvantages of working with clients.
- KT02-TE05: Typical processes to convert customers to clients.

Internal Assessment Criteria

- IAC02-01: Explain the Definitions of customers and elaborate giving practical examples.
- IAC02-02: Explain the Definitions of clients and elaborate by giving practical examples.
- IAC02-03: Identify and describe the context of the Key attributes of a client within a retail sector.
- IAC02-04: Debate the Advantages and disadvantages of working with clients.
- IAC02-05: Elaborate on the Typical processes to convert customers to clients.

KM06-KT03: Fostering brand loyalty. (20%)

Topic Elements

- KT03-TE01: The importance and impact of Brand loyalty.
- KT03-TE02: Use of loyalty programmes.
- KT03-TE03: Creating products and services that are aligned to real customer needs.
- KT03-TE04: Connecting with customers at an emotional level.
- KT03-TE05: Demonstrating Honesty and Responsibility
- KT03-TE06: Giving Back to the Community.

Internal Assessment Criteria

- IAC03-01: Describe and debate the importance and impact of Brand loyalty.
- IAC03-02: Evaluate and analyse the benefit of the Use of loyalty programmes.
- IAC03-03: Describe how to create products and services that are aligned to real customer needs.
- IAC03-04: Give examples to demonstrate the value and risks of Connecting with customers at an emotional level.
- IAC03-05: Debate the values of Demonstrating Honesty and Responsibility
- IAC03-06: Elaborate on the benefits and risks of Giving Back to the Community.

KM06-KT04: Importance and Dynamics of Customer Service delivery. (20%)

Topic Elements

- KT04-TE01: Definition and principles of customer service.

- KT04-TE02: Create a wide variety of access channels to enhance convenience for customers.
- KT04-TE03: Be pro-active in understanding customer needs and responding to it.
- KT04-TE04: Create unwavering focus on customer satisfaction.
- KT04-TE05: Build extensive knowledge bases to understand customer needs and expectations.

Internal Assessment Criteria

- IAC04-01: Explain the Definition and principles of customer service.
- IAC04-02: Explain the process and principles of creating a wide variety of access channels to enhance convenience for customers.
- IAC04-03: Explain how to be pro-active in understanding customer needs and responding to it.
- IAC04-04: Debate the value of and processes for creating unwavering focus on customer satisfaction.

KM06-KT05: Fundamentals of customer complaints management. (20%)

Topic Elements

- KT05-TE01: The definitions and terminologies associated with customer query and complaint handling.
- KT05-TE02: Overview of the typical query and complaint handling processes and systems.
- KT05-TE03: The pillars and leading practices in complaint and query handling.
- KT05-TE04: Tips on getting the most value from effective query and complaint handling.
- KT05-TE05: Feedback loops and value adding.

Internal Assessment Criteria

- IAC05-01: Identify and explain the definitions and terminologies associated with customer query and complaint handling.
- IAC05-02: Describe and debate the typical query and complaint handling processes and systems.
- IAC05-03: Elaborate on the pillars and leading practices in complaint and query handling and contextualise these pillars within your own organisation.
- IAC05-04: Debate and elaborate on tips of getting the most value from effective query and complaint handling.
- IAC05-05: Explain and contextualise feedback loops and value adding.

KM06-KT06: Leading practices relating to loyalty programmes (Risks, benefits and disadvantages). (10%)

Topic Elements

- KT06-TE01: Definitions and terminology associated with loyalty programmes.

- KT06-TE02: Legal and ethical issues associated with loyalty programmes.
- KT06-TE03: Cost benefit analysis of loyalty programmes.
- KT06-TE04: Criteria for selecting the most appropriate loyalty programme.
- KT06-TE05: Mitigating the risks associated with loyalty programmes.

Internal Assessment Criteria

- IAC06-01: Identify and describe the Definitions and terminology associated with loyalty programmes.
- IAC06-02: Discuss and analyse the Legal and ethical issues associated with loyalty programmes.
- IAC06-03: Conduct a Cost benefit analysis of loyalty programmes.
- IAC06-04: Describe and debate the Criteria for selecting the most appropriate loyalty programme.
- IAC06-05: Explain how to Mitigate the risks associated with loyalty programmes.

KM06-KT07: The impact of society and culture on perceptions of service. (10%)

Topic Elements

- KT07-TE01: How are service perceptions formed?
- KT07-TE02: Social media, mis information and related issues that impact on perceptions regarding service.
- KT07-TE03: How to respond to service perceptions.
- KT07-TE04: Negative incident management
- KT07-TE05: Sensitivity, dignity and respect.

Internal Assessment Criteria

- IAC07-01: Explain How service perceptions are formed
- IAC07-02: Discuss the impact of Social media, mis information and related issues that impact on perceptions regarding service.
- IAC07-03: debate How to respond to service perceptions.
- IAC07-04: Describe Negative incident management
- IAC07-05: Explain the importance of Sensitivity, dignity and respect.

Provider Accreditation Requirements for the Knowledge Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 7 that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management sciences.
- The Learner/Facilitator ratio should not exceed 50/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers

142103-001-01: KM07: Achieving personal purpose and leaving a legacy, NQF Level 5, Credits 10

PURPOSE: Statement of the expected Knowledge Module outcome.

The focus of the learning in this module is on building the learners knowledge and understanding of the key theories, concepts and principles that underpin personal development and growth.

TOPICS:

- KM07-KT01: Building Character. (40%).
- KM07-KT02: Coaching for success. (20%).
- KM07-KT03: Ensuring effective time management. (20%).
- KM07-KT04: Effectively chairing meetings and facilitating group discussions. (20%).

TOPIC DETAILS

KM07-KT01: Building Character. (40%).

Topic Elements

- KT01-TE01: Definition of character and the importance of character in leadership success.
- KT01-TE02: Pillars of being an exceptional leader.
- KT01-TE03: Personality and Character.
- KT01-TE04: Habits that support character building.

Internal Assessment Criteria

- IAC01-01: Debate the concept of character and give historic examples of the value and long-term benefits of living a purposeful character-based life.
- IAC01-02: Draw connections between character and personality and elaborate on the processes to build character and demonstrate these values in a business environment.

KM07-KT02: Coaching for success. (20%).

Topic Elements

- KT02-TE01: Definitions and terminologies.
- KT02-TE02: The coaching process.
- KT02-TE03: Value of coaching others.
- KT02-TE04: How to respond to being coached.
- KT02-TE05: Making coaching a part of the organisation

Internal Assessment Criteria

- IAC02-01: Recall and elaborate on the critical definitions and terminologies associated with coaching, training, education and mentoring.
- IAC02-02: Debate the value of coaching for personal growth.
- IAC02-03: Debate the value of coaching for personal growth.

KM07-KT03: Ensuring effective time management. (20%).

Topic Elements

- KT03-TE01: Definitions, terminologies concepts and principles of time management.
- KT03-TE02: Barriers to the effective use of time.
- KT03-TE03: Techniques and habits to improve time management.
- KT03-TE04: Benefits of good time management.
- KT03-TE05: The relationship between time management and personal attitudes.

Internal Assessment Criteria

- IAC03-01: Recall the definitions, terms and concepts and elaborate on the value of good time management.
- IAC03-02: Draw a link between the characteristics of a person with good time management and success within the business world.
- IAC03-03: Contextualise the processes of good time management within a retail business environment.

KM07-KT04: Effectively chairing meetings and facilitating group discussions. (20%).

Topic Elements

- KT04-TE01: Definitions, terminologies, concepts and theories associated with leading and chairing meetings
- KT04-TE02: The value of a good chairperson.
- KT04-TE03: Effective meeting processes and principles.
- KT04-TE04: Conducting virtual meetings.
- KT04-TE05: The value of meetings for business success.

Internal Assessment Criteria

- IAC04-01: Recall and elaborate on the value of good meeting skills and discuss the fundamental processes of effective meetings.
- IAC04-02: Draw conclusions regarding the reasons for successful meetings.
- IAC04-03: Discuss the process of developing good meeting practices and skills.

Provider Accreditation Requirements for the Knowledge Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 7 that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management sciences.
- The Learner/Facilitator ratio should not exceed 50/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01: KM08: The Economics of Retail and Retail Business

Management, NQF Level 5, Credits 9

PURPOSE: Statement of the expected Knowledge Module outcome.

The focus of the learning in this module is on building the learners knowledge and understanding of the retail industry and the economic principles associated with the industry.

TOPICS:

- KM08-KT01: Introduction to Economics (25%).
- KM08-KT02: The economics of retailing (50%).
- KM08-KT03: The evolution of the Corporate Retail Business models (25%).

TOPIC DETAILS

KM08-KT01: Introduction to Economics (25%).

Topic Elements

- KT01-TE01: Definitions and terminology associated with economics.
- KT01-TE02: Key concepts and principles associated with economics.
- KT01-TE03: Implications and contextualization of economics within a developing society.
- KT01-TE04: How to use these concepts in my job.

Internal Assessment Criteria

- IAC01-01: Recall and elaborate on the key concepts and principles.
- IAC01-02: Debate the value of these concepts and contextualise them in terms of own job.
- IAC01-03: Identify implementation processes and link them to the job roles.

KM08-KT02: The economics of retailing (50%).

Topic Elements

- KT02-TE01: Impact of economic indicators on the retail sector
- KT02-TE02: How macro-economic changes impacts the retail business operations
- KT02-TE03: Risks and opportunities of retailing in a developing economy

Internal Assessment Criteria

- IAC02-01: Identify and describe the impact of economic indicators on the retail sector
- IAC02-02: Explain how macro-economic changes impacts the retail business operations, give appropriate practical examples.
- IAC02-03: Debate and elaborate on the risks and opportunities of retailing in a developing economy

KM08-KT03: The evolution of the Corporate Retail Business models (25%).

Topic Elements

- KT03-TE01: Impact of technology on the retail customer base

- KT03-TE02: Impact of environmental challenges on the retail customer base
- KT03-TE03: Impact of crisis's such as a pandemic on the retail sector
- KT03-TE04: Socio political challenges and its impact on the retail sector

Internal Assessment Criteria

- IAC03-01: Identify and describe the impact of technology on the retail customer base
- IAC03-02: Identify and describe the impact of environmental challenges on the retail customer base
- IAC03-03: Analyse the impact of crisis's such as a pandemic on the retail sector
- IAC03-04: Debate and contextualise the Socio political challenges and its impact on the retail sector

Provider Accreditation Requirements for the Knowledge Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 7 that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management sciences.
- The Learner/Facilitator ratio should not exceed 50/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skills Modules for which Specifications are included:

- 142103-001-01-PM01: Evaluate and make decisions regarding Business Feasibility, NQF Level 6, Credits: 16.
- 142103-001-01-PM02: Establish and implement business strategy, NQF Level 6, Credits: 12.
- 142103-001-01-PM03: Establish and implement business structures, policies and processes, NQF Level 6, Credits: 14.
- 142103-001-01-PM04: Establish and drive professional business philosophy, NQF Level 6, Credits: 3.
- 142103-001-01-PM05: Enable and drive the achievement of business objectives, NQF Level 6, Credits: 6.
- 142103-001-01-PM06: Ensure appropriate risk prevention, mitigation and management, NQF Level 6, Credits: 8.
- 142103-001-01-PM07: Ensure total legal compliance, NQF Level 6, Credits: 8.
- 142103-001-01-PM08: Ensure effective decision making regarding business profitability, NQF Level 6, Credits: 4.
- 142103-001-01-PM09: Ensure effective decision making regarding asset management, NQF Level 6, Credits: 8.
- 142103-001-01-PM10: Facilitate professional and effective business crisis management, NQF Level 6, Credits: 8.

Total Credits for Practical Skills: 91

Practical Skills Module Details:

142103-001-01-PM01: Execute and make decisions regarding business feasibility. NQF Level 6, Credits 16.

Purpose of Module PM01:

The main focus of this module is on providing learners an opportunity to practice the skills required to *facilitate decision making regarding the feasibility of current and emerging retail businesses*.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

PRACTICAL SKILLS

- PM01-PS01: Identify and analyse business opportunities.

- PM01-PS01: Develop business plans for the establishment and growth of retail businesses.

Scope of Practical Skills

PM01-PS01 - Identify and Analyse Business Opportunities.

Condition for Performance

Given a simulated or controlled work environment with detailed information relating to the environmental factors and a number of business plans. Learners must be able to:

Skills Activities

- PS01-SA01 – Analyse the specific situation;
- PS01-SA02 – Identify the appropriate processes that must be used;
- PS01-SA03 – Apply the processes and package the findings;
- PS01-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK01-01: Environmental analysis techniques.
- AK01-02: Financial analysis techniques.
- AK 01-03: Business opportunity scoping techniques.
- AK 01-04: Forecasting and judgement techniques.

Internal Assessment Criteria

- IAC01-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC01-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques

PM01-PS02 - Develop Business Plans for the establishment and growth of retail businesses.

Condition for Performance

Given a simulated or controlled work environment with detailed information relating to the condition under which the specific skill must be practiced, all the required tools and equipment and access to any other required data or information needed to execute the skill. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation;
- PS02-SA02 – Identify the appropriate processes that must be used;
- PS02-SA03 – Apply the processes and package the findings;
- PS02-SA04 – Follow implementation steps and review for improvement.

- PS02-SA05 – Demonstrate the ability to apply the techniques as set out in the applied knowledge section.

Applied Knowledge

- AK 02-01: Business plan writing techniques.
- AK 02-02: Opportunity analysis techniques.
- AK 02-03: Risk assessment techniques.
- AK 02-04: Financial analysis techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

Provider Accreditation Requirements for the Practical Skills Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01-PM02: Establish and Implement Business Strategies. NQF Level 6, Credits 12.

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to **develop and implement appropriate business strategies** within a retail working environment.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM02:

- PM02-PS01: Facilitate the development of relevant business strategies.
- PM02-PS02: Develop processes to implement business strategies.

Scope of Practical Skills:

PM02-PS01 - Facilitate the development of relevant business strategies.

Condition for Performance

Given a simulated or controlled work environment with detailed information relating to the environmental factors and a number of business plans. Learners must be able to:

Skills Activities

- PS01-SA01 – Analyse the specific situation;
- PS01-SA02 – Identify the appropriate processes that must be used;
- PS01-SA03 – Apply the processes and package the findings;
- PS01-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK01-01: Big picture thinking techniques.
- AK01-02: Environmental scanning techniques.
- AK01-03: Forecasting techniques.
- AK01-04: Estimation and judgement techniques.

Internal Assessment Criteria

- IAC 02-01-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC 02-01-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques

PM02-PS02 – Develop processes to Implement business strategies.

Condition for Performance

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation;
- PS02-SA02 – Identify the appropriate processes that must be used;
- PS02-SA03 – Apply the processes and package the findings;
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Strategic planning techniques.
- AK02-02: Stakeholder mobilisation techniques.
- AK02-03: Process thinking techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

Provider Accreditation Requirements for the Practical Skills Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01-PM03: Establish and implement business structures, policies, and procedures. NQF Level 6, Credits 14.

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to **develop and implement business structures, policies and procedures** within a retail working environment. To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM03:

- PM03-PS01: Analyse and evaluate the appropriateness of business sites for retail businesses.
- PM03-PS02: Design and cost business layouts and business processes.
- PM03-PS03: Design and cost Human Asset structures and complement requirements.
- PM03-PS04: Facilitate the development business policies, procedures and standards that are aligned to the business strategy and compliant with the applicable legal frameworks.

Scope of Practical Skills:

PM03-PS01 - Analyse and evaluate the appropriateness of business sites for retail businesses.

Condition for Performance.

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS01-SA01 – Analyse the specific situation;
- PS01-SA02 – Identify the appropriate processes that must be used;
- PS01-SA03 – Apply the processes and package the findings;
- PS01-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK01-01: Organisational structuring techniques.
- AK01-02: Business optimisation techniques.
- AK01-03: Policy and procedure writing techniques.
- AK01-04: Compliance monitoring techniques.

Internal Assessment Criteria

- IAC01-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC01-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

PM03-PS02 - Design and cost business layouts and business processes.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Retail business layout techniques.
- AK02-02: Process flow techniques.
- AK02-03: Business process analysis techniques.
- AK 02-04: Process costing and cost analysis techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

PM03-PS03 - Design and cost Human Asset structures and complement requirements.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS03-SA01 – Analyse the specific situation.
- PS03-SA02 – Identify the appropriate processes that must be used.
- PS03-SA03 – Apply the processes and package the findings; and

- PS03-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK03-01: Job design techniques.
- AK03-02: Job evaluation techniques.
- AK03-03: Work study and organisational structuring techniques.
- AK03-04: Human productivity optimisation techniques.

Internal Assessment Criteria

- IAC03-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC03-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

PM03-PS04 - Facilitate the development business policies, procedures and standards that are aligned to the business strategy and compliant with the applicable legal frameworks.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS04-SA01 – Analyse the specific situation.
- PS04-SA02 – Identify the appropriate processes that must be used.
- PS04-SA03 – Apply the processes and package the findings; and
- PS04-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK04-01: Group facilitation techniques.
- AK04-02: Policy development techniques.
- AK04-03: Procedure design techniques.
- AK04-04: Standard setting techniques.

Internal Assessment Criteria

- IAC04-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC04-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

Provider Accreditation Requirements for the Practical Skills Module

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01-PM04: Establish and drive business philosophy. NQF Level 6, Credits 3.

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to **establish and drive an appropriate business philosophy** within a retail working environment.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM04:

- PM04-PS01: Build and facilitate the cascading of an appropriate business philosophy
- PM04-PS01: Identify and initiate processes to entrench a selected business philosophy.

PRACTICAL SKILLS DETAILS:

PM04-PS01: Build and facilitate the cascading of an appropriate business philosophy.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS01-SA01 – Analyse the specific situation.
- PS01-SA02 – Identify the appropriate processes that must be used.
- PS01-SA03 – Apply the processes and package the findings; and
- PS01-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK01-01: Business philosophy development techniques.
- AK01-02: People mobilisation techniques.
- AK01-03: Philosophy cascading techniques.
- AK01-04: Motivation and influencing techniques.

Internal Assessment Criteria

- IAC01-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC01-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

PM04-PS02: Identify and initiate processes to entrench a selected business philosophy.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Integration techniques.
- AK02-02: Complexity management techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

Provider Accreditation Requirements for the Practical Skills Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational

learning and development providers.

142103-001-01-PM05: Enable and drive the achievement of business objectives.

NQF Level 6, Credits 6.

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to **enable and drive the achievement of business objectives** within a retail working environment.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM05:

- PM05-PS01: Develop appropriate business performance indicators.
- PM05-PS02: Incorporate business indicators into an integrated business management system.
- PM05-PS03: Evaluate and decide on the use of appropriate business performance management systems and tools.

SKILLS MODULE DETAILS

PM05-PS01: Develop appropriate business performance indicators.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Techniques for determining KPA's and KPI's.
- AK02-02: Integrated scoreboard development techniques.
- AK02-03: Visual management techniques.
- AK02-04: Management information system development techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

PM05-PS02: Incorporate business indicators into an integrated business management system.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Integrated reporting techniques.
- AK02-02: Business sustainability techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

PM05-PS03: Evaluate and decide on the use of appropriate business performance management systems and tools.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.

- AK02-03: Performance improvement techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

Provider Accreditation Requirements for the Practical Skills Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01-PM06: Ensure appropriate risk prevention, mitigation, and management. NQF Level 6, Credits 8.

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to **ensure appropriate risk prevention, mitigation and management** within a retail working environment.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM06:

- PM06-PS01: Design and implement appropriate business risk management policies, procedures, standards and processes.
- PM06-PS02: Analyse and take action on risk reports.
- PM06-PS03: Ensure accountability for risk management.

SKILLS DEVELOPMENT DETAILS

PM06-PS01: Design and implement appropriate business risk management policies, procedures, standards and processes.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

PM06-PS02: Analyse and take action on risk reports.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

PM06-PS03: Ensure accountability for risk management.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

Internal Assessment Criteria

- IAC02-01: Observe and evaluate the extent to which the candidate follows the procedural steps and applies the behavioural processes.
- IAC02-02: Evaluate the level of demonstrated understanding of the theories and concepts that underpin the applied techniques.

Provider Accreditation Requirements for the Practical Skills Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01-PM07: Ensure total legal compliance. NQF level 6. Credits; 8

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to **ensure legal compliance** within a retail working environment.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM07:

- PM07-PS01: Determine the compliance universe for a retail business.
- PM07-PS02: Establish integrated compliance monitoring policies, procedures and processes.
- PM07-PS03: Establish appropriate compliance reporting processes and systems (Internal and external).
- PM07-PS04: Monitor and take action to deal with and correct compliance deviations

SKILLS DEVELOPMENT DETAILS

PM07-PS01: Determine the compliance universe for a retail business.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

PM07-PS02: Establish integrated compliance monitoring policies, procedures and processes.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

PM07-PS03: Establish appropriate compliance reporting processes and systems (Internal and external).

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

PM07-PS04: Monitor and take action to deal with and correct compliance deviations

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

Provider Accreditation Requirements for the Practical Skills Modules**Physical Requirements:**

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01-PM08: Ensure effective decision making regarding business profitability. NQF level 6. Credits; 8

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to **ensure the effectiveness of decision making regarding business profitability** within a retail working environment.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM08:

- PM08PS01: Evaluate business indicators, determine current profitability and predict potential future profitability threats.
- PM08PS02: Identify and evaluate alternatives to improve the profitability of a retail business.

SKILLS DEVELOPMENT DETAILS

PM08PS01: Evaluate business indicators, determine current profitability and predict potential future profitability threats.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

PM08PS02: Identify and evaluate alternatives to improve the profitability of a retail business.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

Provider Accreditation Requirements for the Practical Skills Modules**Physical Requirements:**

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01-PM09: Ensure effective decision making regarding asset management. NQF Level 6, Credits: 8.

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to ***ensure effective decision making regarding asset management*** within a retail working environment.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM09:

- PM09-PS01: Identify and evaluate alternative solutions regarding the management of physical assets in a retail business.
- PM09-PS02: Identify and evaluate alternative solutions regarding the management of human assets in a retail business.
- PM09-PS03: Identify and evaluate alternative solutions regarding the management of intellectual assets in a retail business.

SKILLS DEVELOPMENT DETAILS

PM09-PS01: Identify and evaluate alternative solutions regarding the management of physical assets in a retail business.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

PM09-PS02: Identify and evaluate alternative solutions regarding the management of human assets in a retail business.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

PM09-PS03: Identify and evaluate alternative solutions regarding the management of intellectual assets in a retail business.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

Provider Accreditation Requirements for the Practical Skills Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or

7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.

- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

142103-001-01-PM10: Facilitate professional and effective crisis management.

NQF Level 6, Credits: 8.

Purpose of Module:

The main focus of this module is on providing learners an opportunity to practice the skills required to ***facilitate professional and effective crisis management*** within a retail working environment.

To demonstrate competence in this module learners must be observed and evaluated and found competent on all the skills listed in the module.

List of Practical Skills included in module PM10:

PM10-PS01: Develop appropriate crisis management processes and procedures for a retail business.

PM10-PS02: Anticipate and set plans in motion to manage the potential long term consequences of business crisis situations.

SKILLS DEVELOPMENT DETAILS

PM10-PS01: Develop appropriate crisis management processes and procedures for a retail business.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

PM10-PS02: Anticipate and set plans in motion to manage the potential long term consequences of business crisis situations.

Condition for Performance:

Given a simulated or controlled work environment with detailed information relating to all the conditions under which this specific skill must be practiced in a real life situation. Learners must be able to:

Skills Activities

- PS02-SA01 – Analyse the specific situation.
- PS02-SA02 – Identify the appropriate processes that must be used.
- PS02-SA03 – Apply the processes and package the findings; and
- PS02-SA04 – Follow implementation steps and review for improvement.

Applied Knowledge

- AK02-01: Performance management system design techniques.
- AK02-02: Reward and recognition techniques.
- AK02-03: Performance improvement techniques.

Provider Accreditation Requirements for the Practical Skills Modules

Physical Requirements:

- Providers must demonstrate the ability to deliver all the learning as stated in the approved curriculum;
- Providers must demonstrate the ability to create a professional and conducive learning environment suitable to the learning methodology that will be applied

Human Resources Requirements:

- Facilitators of learning must be in possession of a qualification at NQF Level 6 or 7, depending on the level of the specific module, that is recognised by industry as appropriate for working within the Retail Management environment.
- Facilitators should have a proven track record of delivering education and training in Management Sciences.
- The Learner/Facilitator ratio should not exceed 15/1

Legal Requirements:

- Providers must comply with all the regulatory requirements applicable to vocational learning and development providers.

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

The following is a broad description of the work exposure that the learner must have. The work exposure will be guided by including the required work experiences in a logbook. It is essential that a proper mentoring process is designed to ensure that learners time is productively utilised and that the work exposure supports the required on job learning.

List of Work Experience Module Specifications

- 142103-001-01-WM01: Processes for the oversight and management of the various functions within a retail business, NQF Level 5, Credits: 8.
- 142103-001-01-WM02: Analyse business feasibility and develop/implement appropriate business strategies and related business processes, NQF Level 6, Credits: 8.
- 142103-001-01-WM03: Direct and oversee the professional management of all functions of a retail business (Business stability and growth - Driver of success) , NQF Level 6, Credits: 16.
- 142103-001-01-WM04: Facilitate critical decision making to ensure the ongoing sustainability of a retail business (Business protection - Custodian of sustainability) , NQF Level 6, Credits: 8.
- 142103-001-01-WM05: Manage the core activities of a retail business, NQF Level 5, Credits: 16.
- 142103-001-01-WM06: Take accountability for personal professional development and continuous personal growth in terms of education, emotional maturity and leadership ability, NQF Level 5, Credits: 8.

Total Work Experience Credits: 72

WORK EXPERIENCE MODULE DETAILS:

142103-001-01-WM01: Processes for the oversight and management of the various functions within a retail business, NQF Level 5, Credits: 8.

MODULE PURPOSE:

The focus of the learning in this module is on providing learners an opportunity to gain experience in providing oversight and management within the various sections of a retail business.

Work Experiences:

- WM01-WE01: Manage retail store employee performance
- WM01-WE02: Manage retail store operational processes.
- WM01-WE03: Manage retail store service standards.
- WM01-WE04: Manage effective retail stakeholder relations.
- WM01-WE05: Manage stock control in a retail store.
- WM01-WE06: Propose improvements in retail store's range and layouts
- WM01-WE07: Develop and implement plans to improve retail sales.
- WM01-WE08: Develop and implement plans to improve retail store financial performance.
- WM01-WE09: Manage risks and maintain assets in a retail business.

Guidelines for Work Experience

WM01-WE01: Manage retail store employee performance

WORK ACTIVITIES

- WE-01-WA01: Conduct RPL process relating to the task
- WE-01-WA02: Observe the task and complete questionnaire
- WE-01-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-01-WA04: Execute the task with minimum supervision
- WE-01-WA05: Undergo task evaluation by supervisor
- WE-01-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-01 SE01: Performance Reports
- WE-01 SE01: Managers Observation Reports
- WE-01 SE01: Minutes of Meetings
- WE-01 SE01: Managers evaluation statement
- WE-01 SE01: Peer and customer feedback
- WM-01 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies

- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM01-WE02: Manage retail store operational processes.

WORK ACTIVITIES

- WE-02-WA01: Conduct RPL process relating to the task
- WE-02-WA02: Observe the task and complete questionnaire
- WE-02-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-02-WA04: Execute the task with minimum supervision
- WE-02-WA05: Undergo task evaluation by supervisor
- WE-02-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-02 SE01: Performance Reports
- WE-02 SE01: Managers Observation Reports
- WE-02 SE01: Minutes of Meetings
- WE-02 SE01: Managers evaluation statement
- WE-02 SE01: Peer and customer feedback
- WM-02 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM01-WE03: Manage retail store service standards.

WORK ACTIVITIES

- WE-03-WA01: Conduct RPL process relating to the task
- WE-03-WA02: Observe the task and complete questionnaire
- WE-03-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-03-WA04: Execute the task with minimum supervision
- WE-03-WA05: Undergo task evaluation by supervisor
- WE-03-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-03 SE01: Performance Reports
- WE-03 SE01: Managers Observation Reports
- WE-03 SE01: Minutes of Meetings
- WE-03 SE01: Managers evaluation statement
- WE-03 SE01: Peer and customer feedback

- WM-03 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM01-WE04: Manage effective retail stakeholder relations.

WORK ACTIVITIES

- WE-04-WA01: Conduct RPL process relating to the task
- WE-04-WA02: Observe the task and complete questionnaire
- WE-04-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-04-WA04: Execute the task with minimum supervision
- WE-04-WA05: Undergo task evaluation by supervisor
- WE-04-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-04 SE01: Performance Reports
- WE-04 SE01: Managers Observation Reports
- WE-04 SE01: Minutes of Meetings
- WE-04 SE01: Managers evaluation statement
- WE-04 SE01: Peer and customer feedback
- WM-04 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM01-WE05: Manage stock control in a retail store.

WORK ACTIVITIES

- WE-05-WA01: Conduct RPL process relating to the task
- WE-05-WA02: Observe the task and complete questionnaire
- WE-05-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-05-WA04: Execute the task with minimum supervision
- WE-05-WA05: Undergo task evaluation by supervisor
- WE-05-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-05 SE01: Performance Reports
- WE-05 SE01: Managers Observation Reports

- WE-05 SE01: Minutes of Meetings
- WE-05 SE01: Managers evaluation statement
- WE-05 SE01: Peer and customer feedback
- WM-05 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM01-WE06: Propose improvements in retail store's range and layouts

WORK ACTIVITIES

- WE-06-WA01: Conduct RPL process relating to the task
- WE-06-WA02: Observe the task and complete questionnaire
- WE-06-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-06-WA04: Execute the task with minimum supervision
- WE-06-WA05: Undergo task evaluation by supervisor
- WE-06-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-06 SE01: Performance Reports
- WE-06 SE01: Managers Observation Reports
- WE-06 SE01: Minutes of Meetings
- WE-06 SE01: Managers evaluation statement
- WE-06 SE01: Peer and customer feedback
- WM-06 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM01-WE07: Develop and implement plans to improve retail sales.

WORK ACTIVITIES

- WE-07-WA01: Conduct RPL process relating to the task
- WE-07-WA02: Observe the task and complete questionnaire
- WE-07-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-07-WA04: Execute the task with minimum supervision
- WE-07-WA05: Undergo task evaluation by supervisor
- WE-07-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-07 SE01: Performance Reports
- WE-07 SE01: Managers Observation Reports
- WE-07 SE01: Minutes of Meetings
- WE-07 SE01: Managers evaluation statement
- WE-07 SE01: Peer and customer feedback
- WM-07 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM01-WE08: Develop and implement plans to improve retail store financial performance.

WORK ACTIVITIES

- WE-08-WA01: Conduct RPL process relating to the task
- WE-08-WA02: Observe the task and complete questionnaire
- WE-08-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-08-WA04: Execute the task with minimum supervision
- WE-08-WA05: Undergo task evaluation by supervisor
- WE-08-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-08 SE01: Performance Reports
- WE-08 SE01: Managers Observation Reports
- WE-08 SE01: Minutes of Meetings
- WE-08 SE01: Managers evaluation statement
- WE-08 SE01: Peer and customer feedback
- WM-08 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM01-WE09: Manage risks and maintain assets in a retail business.

WORK ACTIVITIES

- WE-09-WA01: Conduct RPL process relating to the task

- WE-09-WA02: Observe the task and complete questionnaire
- WE-09-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-09-WA04: Execute the task with minimum supervision
- WE-09-WA05: Undergo task evaluation by supervisor
- WE-09-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-09 SE01: Performance Reports
- WE-09 SE01: Managers Observation Reports
- WE-09 SE01: Minutes of Meetings
- WE-09 SE01: Managers evaluation statement
- WE-09 SE01: Peer and customer feedback
- WM-09 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

Criteria for Work Experience Approval

Human Resource Requirements

- Appropriately qualified mentor
- Legally appointed management at all levels of the organisation
- Required representative structures

Physical Requirements

- Functioning and operating organisational entity
- Availability of a compliance management structure
- Availability of all required policies, procedures, and practices manuals.

Legal Requirements

- Demonstrated compliance with all legislative requirements.

142103-001-01-WM02: Analyse business feasibility and develop/implement appropriate business strategies and related business processes, NQF Level 6, Credits: 8.

MODULE PURPOSE:

The focus of the learning in this module is on providing learners an opportunity to gain experience in **analysing business profitability/feasibility and develop and implement business strategies and processes** for a retail business.

Work Experiences:

- WM02-WE01: Evaluate and make decisions regarding business feasibility.
- WM02-WE02: Establish and implement business strategies.
- WM02-WE03: Establish and implement business structures, policies and procedures.

Guidelines for Work Experience

WM02-WE01: Evaluate and make decisions regarding business feasibility.

WORK ACTIVITIES

- WE-01-WA01: Conduct RPL process relating to the task
- WE-01-WA02: Observe the task and complete questionnaire
- WE-01-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-01-WA04: Execute the task with minimum supervision
- WE-01-WA05: Undergo task evaluation by supervisor
- WE-01-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-01 SE01: Performance Reports
- WE-01 SE01: Managers Observation Reports
- WE-01 SE01: Minutes of Meetings
- WE-01 SE01: Managers evaluation statement
- WE-01 SE01: Peer and customer feedback
- WM-01 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM02-WE02: Establish and implement business strategies.

WORK ACTIVITIES

- WE-02-WA01: Conduct RPL process relating to the task
- WE-02-WA02: Observe the task and complete questionnaire
- WE-02-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-02-WA04: Execute the task with minimum supervision
- WE-02-WA05: Undergo task evaluation by supervisor
- WE-02-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-02 SE01: Performance Reports
- WE-02 SE01: Managers Observation Reports
- WE-02 SE01: Minutes of Meetings
- WE-02 SE01: Managers evaluation statement
- WE-02 SE01: Peer and customer feedback
- WM-02 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM02-WE03: Establish and implement business structures, policies and procedures.

WORK ACTIVITIES

- WE-03-WA01: Conduct RPL process relating to the task
- WE-03-WA02: Observe the task and complete questionnaire
- WE-03-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-03-WA04: Execute the task with minimum supervision
- WE-03-WA05: Undergo task evaluation by supervisor
- WE-03-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-03 SE01: Performance Reports
- WE-03 SE01: Managers Observation Reports
- WE-03 SE01: Minutes of Meetings
- WE-03 SE01: Managers evaluation statement
- WE-03 SE01: Peer and customer feedback
- WM-03 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

Criteria for Work Experience Approval

Human Resource Requirements

- Appropriately qualified mentor
- Legally appointed management at all levels of the organisation
- Required representative structures

Physical Requirements

- Functioning and operating organisational entity
- Availability of a compliance management structure
- Availability of all required policies, procedures, and practices manuals.

Legal Requirements

- Demonstrated compliance with all legislative requirements.

142103-001-01-WM03: Direct and oversee the professional management of all functions of a retail business (Business stability and growth - Driver of success), NQF Level 6, Credits: 16.

MODULE PURPOSE:

The focus of the learning in this module is on providing learners an opportunity to gain experience in directing and overseeing the professional management of all functions of a retail business.

Work Experiences:

- WM03-WE01: Establish and drive professional business philosophy.
- WM03-WE02: Enable and drive the achievement of business objectives.
- WM03-WE03: Ensure appropriate risk prevention, mitigation and management.
- WM03-WE04: Ensure total legal compliance.

Guidelines for Work Experience

WM03-WE01: Establish and drive professional business philosophy.

WORK ACTIVITIES

- WE-01-WA01: Conduct RPL process relating to the task
- WE-01-WA02: Observe the task and complete questionnaire
- WE-01-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-01-WA04: Execute the task with minimum supervision
- WE-01-WA05: Undergo task evaluation by supervisor
- WE-01-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-01 SE01: Performance Reports
- WE-01 SE01: Managers Observation Reports
- WE-01 SE01: Minutes of Meetings
- WE-01 SE01: Managers evaluation statement
- WE-01 SE01: Peer and customer feedback
- WM-01 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM03-WE02: Enable and drive the achievement of business objectives.

WORK ACTIVITIES

- WE-02-WA01: Conduct RPL process relating to the task
- WE-02-WA02: Observe the task and complete questionnaire
- WE-02-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-02-WA04: Execute the task with minimum supervision
- WE-02-WA05: Undergo task evaluation by supervisor
- WE-02-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-02 SE01: Performance Reports
- WE-02 SE01: Managers Observation Reports
- WE-02 SE01: Minutes of Meetings
- WE-02 SE01: Managers evaluation statement
- WE-02 SE01: Peer and customer feedback
- WM-02 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM03-WE03: Ensure appropriate risk prevention, mitigation and management.

WORK ACTIVITIES

- WE-03-WA01: Conduct RPL process relating to the task
- WE-03-WA02: Observe the task and complete questionnaire
- WE-03-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-03-WA04: Execute the task with minimum supervision
- WE-03-WA05: Undergo task evaluation by supervisor
- WE-03-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-03 SE01: Performance Reports
- WE-03 SE01: Managers Observation Reports
- WE-03 SE01: Minutes of Meetings
- WE-03 SE01: Managers evaluation statement
- WE-03 SE01: Peer and customer feedback
- WM-03 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements

- Professional guidelines

WM03-WE04: Ensure total legal compliance.

WORK ACTIVITIES

- WE-04-WA01: Conduct RPL process relating to the task
- WE-04-WA02: Observe the task and complete questionnaire
- WE-04-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-04-WA04: Execute the task with minimum supervision
- WE-04-WA05: Undergo task evaluation by supervisor
- WE-04-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-04 SE01: Performance Reports
- WE-04 SE01: Managers Observation Reports
- WE-04 SE01: Minutes of Meetings
- WE-04 SE01: Managers evaluation statement
- WE-04 SE01: Peer and customer feedback
- WM-04 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

Criteria for Work Experience Approval

Human Resource Requirements

- Appropriately qualified mentor
- Legally appointed management at all levels of the organisation
- Required representative structures

Physical Requirements

- Functioning and operating organisational entity
- Availability of a compliance management structure
- Availability of all required policies, procedures, and practices manuals.

Legal Requirements

- Demonstrated compliance with all legislative requirements.

142103-001-01-WM04: Facilitate critical decision making to ensure the ongoing sustainability of a retail business (Business protection - Custodian of sustainability), NQF Level 6, Credits: 8.

MODULE PURPOSE:

The focus of the learning in this module is on providing learners an opportunity to gain experience in facilitating critical decision making to ensure the ongoing sustainability of a retail business.

Work Experiences:

- WM04-WE01: Ensure effective decision making regarding business profitability.
- WM04-WE02: Ensure effective decision making regarding asset management.
- WM04-WE03: Facilitate effective business crisis management.

Guidelines for Work Experience

WM04-WE01: Ensure effective decision making regarding business profitability.

WORK ACTIVITIES

- WE-01-WA01: Conduct RPL process relating to the task
- WE-01-WA02: Observe the task and complete questionnaire
- WE-01-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-01-WA04: Execute the task with minimum supervision
- WE-01-WA05: Undergo task evaluation by supervisor
- WE-01-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-01 SE01: Performance Reports
- WE-01 SE01: Managers Observation Reports
- WE-01 SE01: Minutes of Meetings
- WE-01 SE01: Managers evaluation statement
- WE-01 SE01: Peer and customer feedback
- WM-01 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM04-WE02: Ensure effective decision making regarding asset management.

WORK ACTIVITIES

- WE-02-WA01: Conduct RPL process relating to the task
- WE-02-WA02: Observe the task and complete questionnaire

- WE-02-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-02-WA04: Execute the task with minimum supervision
- WE-02-WA05: Undergo task evaluation by supervisor
- WE-02-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-02 SE01: Performance Reports
- WE-02 SE01: Managers Observation Reports
- WE-02 SE01: Minutes of Meetings
- WE-02 SE01: Managers evaluation statement
- WE-02 SE01: Peer and customer feedback
- WM-02 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM04-WE03: Facilitate effective business crisis management.

WORK ACTIVITIES

- WE-03-WA01: Conduct RPL process relating to the task
- WE-03-WA02: Observe the task and complete questionnaire
- WE-03-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-03-WA04: Execute the task with minimum supervision
- WE-03-WA05: Undergo task evaluation by supervisor
- WE-03-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-03 SE01: Performance Reports
- WE-03 SE01: Managers Observation Reports
- WE-03 SE01: Minutes of Meetings
- WE-03 SE01: Managers evaluation statement
- WE-03 SE01: Peer and customer feedback
- WM-03 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

Criteria for Work Experience Approval

Human Resource Requirements

- Appropriately qualified mentor
- Legally appointed management at all levels of the organisation
- Required representative structures

Physical Requirements

- Functioning and operating organisational entity
- Availability of a compliance management structure
- Availability of all required policies, procedures, and practices manuals.

Legal Requirements

- Demonstrated compliance with all legislative requirements.

142103-001-01-WM05: Manage the core activities of a retail business, NQF

Level 5, Credits: 16.

MODULE PURPOSE:

The focus of the learning in this module is on providing learners an opportunity to gain experience in managing the core activities of a retail business.

Work Experiences:

- WM05-WE01: Manage employees in a retail business.
- WM05-WE02: Manage services, service standards and relationships with stakeholders in a retail business.
- WM05-WE03: Manage stock, supply chain and logistics in a retail business.
- WM05-WE04: Manage assets and control risks and losses in a retail business.

Guidelines for Work Experience

WM05-WE01: Manage employees in a retail business.

WORK ACTIVITIES

- WE-01-WA01: Conduct RPL process relating to the task
- WE-01-WA02: Observe the task and complete questionnaire
- WE-01-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-01-WA04: Execute the task with minimum supervision
- WE-01-WA05: Undergo task evaluation by supervisor
- WE-01-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-01 SE01: Performance Reports
- WE-01 SE01: Managers Observation Reports
- WE-01 SE01: Minutes of Meetings
- WE-01 SE01: Managers evaluation statement
- WE-01 SE01: Peer and customer feedback
- WM-01 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM05-WE02: Manage services, service standards and relationships with stakeholders in a retail business.

WORK ACTIVITIES

- WE-02-WA01: Conduct RPL process relating to the task
- WE-02-WA02: Observe the task and complete questionnaire
- WE-02-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-02-WA04: Execute the task with minimum supervision
- WE-02-WA05: Undergo task evaluation by supervisor
- WE-02-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-02 SE01: Performance Reports
- WE-02 SE01: Managers Observation Reports
- WE-02 SE01: Minutes of Meetings
- WE-02 SE01: Managers evaluation statement
- WE-02 SE01: Peer and customer feedback
- WM-02 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM05-WE03: Manage stock, supply chain and logistics in a retail business.

WORK ACTIVITIES

- WE-03-WA01: Conduct RPL process relating to the task
- WE-03-WA02: Observe the task and complete questionnaire
- WE-03-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-03-WA04: Execute the task with minimum supervision
- WE-03-WA05: Undergo task evaluation by supervisor
- WE-03-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-03 SE01: Performance Reports
- WE-03 SE01: Managers Observation Reports
- WE-03 SE01: Minutes of Meetings
- WE-03 SE01: Managers evaluation statement
- WE-03 SE01: Peer and customer feedback
- WM-03 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements

- Professional guidelines

WM05-WE04: Manage assets and control risks and losses in a retail business.

WORK ACTIVITIES

- WE-04-WA01: Conduct RPL process relating to the task
- WE-04-WA02: Observe the task and complete questionnaire
- WE-04-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-04-WA04: Execute the task with minimum supervision
- WE-04-WA05: Undergo task evaluation by supervisor
- WE-04-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-04 SE01: Performance Reports
- WE-04 SE01: Managers Observation Reports
- WE-04 SE01: Minutes of Meetings
- WE-04 SE01: Managers evaluation statement
- WE-04 SE01: Peer and customer feedback
- WM-04 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

Criteria for Work Experience Approval

Human Resource Requirements

- Appropriately qualified mentor
- Legally appointed management at all levels of the organisation
- Required representative structures

Physical Requirements

- Functioning and operating organisational entity
- Availability of a compliance management structure
- Availability of all required policies, procedures, and practices manuals.

Legal Requirements

- Demonstrated compliance with all legislative requirements.

142103-001-01-WM06: Take accountability for personal professional development and continuous personal growth in terms of education, emotional maturity, and leadership ability, NQF Level 5, Credits: 8.

MODULE PURPOSE:

The focus of the learning in this module is on providing learners an opportunity to gain experience to take accountability for personal professional development and continuous personal growth in terms of education, emotional maturity, and leadership ability within the a retail business.

Work Experiences:

- WM06-WE01: Fully participate in and comply with agreed on and off job training and development plans and schedules.
- WM06-WE02: Identify and initiate personal development activities.
- WM06-WE03: Ensure continuous learning to stay abreast with the product and service offerings of the business/organisation and the evolving industry trends.

Guidelines for Work Experience

WM06-WE01: Fully participate in and comply with agreed on and off job training and development plans and schedules.

WORK ACTIVITIES

- WE-01-WA01: Conduct RPL process relating to the task
- WE-01-WA02: Observe the task and complete questionnaire
- WE-01-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-01-WA04: Execute the task with minimum supervision
- WE-01-WA05: Undergo task evaluation by supervisor
- WE-01-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-01 SE01: Performance Reports
- WE-01 SE01: Managers Observation Reports
- WE-01 SE01: Minutes of Meetings
- WE-01 SE01: Managers evaluation statement
- WE-01 SE01: Peer and customer feedback
- WM-01 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM06-WE02: Identify and initiate personal development activities.

WORK ACTIVITIES

- WE-02-WA01: Conduct RPL process relating to the task
- WE-02-WA02: Observe the task and complete questionnaire
- WE-02-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-02-WA04: Execute the task with minimum supervision
- WE-02-WA05: Undergo task evaluation by supervisor
- WE-02-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-02 SE01: Performance Reports
- WE-02 SE01: Managers Observation Reports
- WE-02 SE01: Minutes of Meetings
- WE-02 SE01: Managers evaluation statement
- WE-02 SE01: Peer and customer feedback
- WM-02 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

WM06-WE03: Ensure continuous learning to stay abreast with the product and service offerings of the business/organisation and the evolving industry trends.

WORK ACTIVITIES

- WE-03-WA01: Conduct RPL process relating to the task
- WE-03-WA02: Observe the task and complete questionnaire
- WE-03-WA03: Execute the task under the guidance of a qualified and experienced operator
- WE-03-WA04: Execute the task with minimum supervision
- WE-03-WA05: Undergo task evaluation by supervisor
- WE-03-WA06: Obtain sign off of logbook

SUPPORTING EVIDENCE

- WE-03 SE01: Performance Reports
- WE-03 SE01: Managers Observation Reports
- WE-03 SE01: Minutes of Meetings
- WE-03 SE01: Managers evaluation statement
- WE-03 SE01: Peer and customer feedback
- WM-03 SE01: Signed Off Log Book

CONTEXTUAL WORKPLACE KNOWLEDGE

- Site specific Policies
- Site Specific Procedures and SOP's
- Regulatory Requirements
- Professional guidelines

Criteria for Work Experience Approval

Human Resource Requirements

- Appropriately qualified mentor
- Legally appointed management at all levels of the organisation
- Required representative structures

Physical Requirements

- Functioning and operating organisational entity
- Availability of a compliance management structure
- Availability of all required policies, procedures, and practices manuals.

Legal Requirements

- Demonstrated compliance with all legislative requirements.

SECTION 4: STATEMENT OF WORK EXPERIENCE

Curriculum Number:	
Curriculum Title:	

Learner Details	
Name:	
ID Number:	

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

142103-001-01-WM01: Processes for the oversight and management of the various functions within a retail business, NQF Level 5, Credits: 8.

	Scope Work Experience	Date	Signature
WA0101	Apply the appropriate process steps		
WA0102	Complete the required documentation		
WA0103	Follow the required compliance protocols		
WA0104	Apply the company specific client interaction policies and procedures		
WA0105	Complete all required reports.		

WA0106	Respond to queries and requests.		
	Supporting Evidence	Date	Signature
SE0101	Legally and procedurally required documents and reports.		
SE0102	System entries and reports.		
SE0102	Client feedback.		
SE0102	Supervisor report.		

142103-001-01-WM02: Analyse business feasibility and develop/implement appropriate business strategies and related business processes, NQF Level 6, Credits: 8.

	Scope Work Experience	Date	Signature
WA0101	Apply the appropriate process steps		
WA0102	Complete the required documentation		
WA0103	Follow the required compliance protocols		
WA0104	Apply the company specific client interaction policies and procedures		
WA0105	Complete all required reports.		
WA0106	Respond to queries and requests.		
	Supporting Evidence	Date	Signature
SE0101	Legally and procedurally required documents and reports.		
SE0102	System entries and reports.		
SE0102	Client feedback.		

SE0102	Supervisor report.		
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142103-001-01-WM03: Direct and oversee the professional management of all functions of a retail business (Business stability and growth - Driver of success) , NQF Level 6, Credits: 16.

	Scope Work Experience	Date	Signature
WA0101	Apply the appropriate process steps		
WA0102	Complete the required documentation		
WA0103	Follow the required compliance protocols		
WA0104	Apply the company specific client interaction policies and procedures		
WA0105	Complete all required reports.		
WA0106	Respond to queries and requests.		
	Supporting Evidence	Date	Signature
SE0101	Legally and procedurally required documents and reports.		
SE0102	System entries and reports.		
SE0102	Client feedback.		
SE0102	Supervisor report.		

142103-001-01-WM04: Facilitate critical decision making to ensure the ongoing sustainability of a retail business (Business protection - Custodian of sustainability), NQF Level 6, Credits: 8.

	Scope Work Experience	Date	Signature

WA0101	Apply the appropriate process steps		
WA0102	Complete the required documentation		
WA0103	Follow the required compliance protocols		
WA0104	Apply the company specific client interaction policies and procedures		
WA0105	Complete all required reports.		
WA0106	Respond to queries and requests.		
	Supporting Evidence	Date	Signature
SE0101	Legally and procedurally required documents and reports.		
SE0102	System entries and reports.		
SE0102	Client feedback.		
SE0102	Supervisor report.		

142103-001-01-WM05: Manage the core activities of a retail business, NQF Level 5, Credits: 16.

	Scope Work Experience	Date	Signature
WA0101	Apply the appropriate process steps		
WA0102	Complete the required documentation		
WA0103	Follow the required compliance protocols		
WA0104	Apply the company specific client interaction policies and procedures		
WA0105	Complete all required reports.		
WA0106	Respond to queries and requests.		
	Supporting Evidence	Date	Signature

SE0101	Legally and procedurally required documents and reports.		
SE0102	System entries and reports.		
SE0102	Client feedback.		
SE0102	Supervisor report.		

142103-001-01-WM06: Take accountability for personal professional development and continuous personal growth in terms of education, emotional maturity, and leadership ability, NQF Level 5, Credits: 8.

	Scope Work Experience	Date	Signature
WA0101	Apply the appropriate process steps		
WA0102	Complete the required documentation		
WA0103	Follow the required compliance protocols		
WA0104	Apply the company specific client interaction policies and procedures		
WA0105	Complete all required reports.		
WA0106	Respond to queries and requests.		
	Supporting Evidence	Date	Signature
SE0101	Legally and procedurally required documents and reports.		
SE0102	System entries and reports.		
SE0102	Client feedback.		
SE0102	Supervisor report.		

