


	<b>External Assessment Specifications Document</b>			
<b>Curriculum Code</b>	<b>Qualification Title</b>	<b>NQF Level</b>	<b>Logo</b>	
432102000	Occupational Certificate: Dispatching and Receiving Clerk	3		
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# 1 ASSESSMENT STRATEGY

## 1.1 Assessment Model

An external integrated summative assessment, conducted through the relevant QCTO Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will consist of a set of written responses (paper or on-line) which will test the learner's ability to communicate, solve problems and make decisions in relation to a set of typical situations and circumstances which are encountered when receiving stock into a store and dispatching stock from a store. The assessment will be conducted over a period of one day at a QCTO accredited assessment centre.

## 1.2 Qualification Purpose

The purpose of this qualification is to prepare a learner to operate as a Dispatching and Receiving Clerk

A Dispatching and Receiving Clerk Records the receipt of goods into a business and the dispatch of goods from a business while minimising losses to the establishment and maintaining stock records.

A qualified learner will be able to:

- Receive deliveries of stock into the business
- Dispatch stock from the business

## 1.3 Assessment Standards

### 1.3.1 Assessment Standards for the Qualification

#### **Integrated Assessment Focus Area 1**

Receive stock and record the receipt in a manner that minimises losses and maintains accurate stock records. (50%)

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

- The delivery note is compared to the list of stock being delivered and the order and the delivery note accurately verified showing every variance as per the documentation given
- All variances or discrepancies are correctly identified and recorded as per the variances given in the documentation
- The best method of moving the stock is identified based on the characteristics of the given stock
- Good and bad shrinkage control is identified with practical recommendations to improve areas of bad shrinkage control.

#### **Integrated Assessment Focus Area 2**

Dispatch stock and record the dispatch in a manner that minimises losses and maintains accurate stock records (50%)

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

- A dispatch advice is completed listing all the required details of the stock to be dispatched along with details of the receiver

- Appropriate packaging material is recommended based on the characteristics of the stock being dispatched
- Good and bad shrinkage control is identified as per the case study with practical recommendations to improve areas of bad shrinkage control

### **1.3.2 Assessment Standards for Phases**

None

### **1.3.3 Assessment Standards for Part Qualifications**

Assessment standards for receiving clerks

Part Qualification 1: Receiving Clerks

Integrated Assessment Focus Area 1

Receive stock and record the receipt in a manner that minimises losses and maintains accurate stock records. (100%)

Associated Assessment Criteria

The delivery note is compared to the list of stock being delivered and the order and the delivery note accurately verified showing every variance as per the documentation given

All variances or discrepancies are correctly identified and recorded as per the variances given in the documentation

The best method of moving the stock is identified based on the characteristics of the given stock

Good and bad shrinkage control is identified as per the case study with practical recommendations to improve areas of bad shrinkage control.

Part Qualification 2: Dispatch Clerk

Assessment standards for dispatch clerks/officers

Integrated Assessment Focus Area 2

The ability to dispatch stock and record the dispatch in a manner that minimises losses and maintains accurate stock records (100%)

Associated Assessment Criteria

A dispatch advice is completed listing all the required details of the stock to be dispatched along with details of the receiver

Appropriate packaging material is recommended based on the characteristics of the stock being dispatched

Good and bad shrinkage control is identified as per the case study with practical recommendations to improve areas of bad shrinkage control

## **2 ASSIGNMENTS TO BE EVALUATED EXTERNALLY**

No assignments must be produced for external evaluation

## **3 CRITICAL ASPECTS OF THE INTERNAL ASSESSMENTS TO BE ASSESSED EXTERNALLY**

- None

#### **4 CRITERIA FOR THE REGISTRATION OF ASSESSORS**

- Qualified and registered assessor
- Have operated as a Supervisor/Manager with at least 1 years' experience running a receiving and dispatch department
- Registered with AQP as an assessor

#### **5 FOUNDATIONAL LEARNING**

Foundational learning competence is a requirement for accessing External Integrated Summative Assessment.

## 6 ELIGIBILITY REQUIREMENTS FOR THE EXTERNAL ASSESSMENT

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

### 6.1 Qualification

	<b>Proof of Knowledge Modules</b>			<b>OR</b>			<b>Proof of Alternative Programmes</b>	
<b>Number</b>	<b>Title</b>	<b>NQF Level</b>	<b>Credits</b>		<b>Number</b>	<b>Title</b>	<b>NQF Level</b>	<b>Credits</b>
432102000-KM-01	The receiving and dispatch environment	2	4					
432102000-KM-02	Concepts of shrinkage and losses	3	2					
432102000-KM-03	Principles of receiving and checking deliveries	3	4					
432102000-KM-04	Principles of dispatching stock	3	2					

	<b>Proof of Practical Skill Modules</b>			<b>OR</b>			<b>Proof of Alternative Programmes</b>	
<b>Number</b>	<b>Title</b>	<b>NQF Level</b>	<b>Credits</b>		<b>Number</b>	<b>Title</b>	<b>NQF Level</b>	<b>Credits</b>
432102000-PM-01	Receive stock	3	2					
432102000-PM-02	Prepare items for	3	2					

	dispatch							
432102000-PM-03	Prevent shrinkage and losses	3	3					

**And**

**Statement of Work experience**

**6.2 Phase 1**

No Phase Tests applicable

**6.3 Part Qualification**

**Part Qualification 1:**

**Title:**

Receiving Clerk, NQF Level 3, Credits 23

**Purpose:**

The purpose of this part qualification is to prepare a learner to operate as a Receiving Clerk A Receiving Clerk records and receives goods from a business while minimising losses to the establishment and maintaining stock records.

**Applicable Modules (Rules of Combination)**

Knowledge Modules:

- 432102000-KM-01, The receiving and dispatch environment, NQF Level 2, Credits 4
- 432102000-KM-02, Concepts of shrinkage and losses, NQF Level 3, Credits 2
- 432102000-KM-03, Principles of receiving and checking deliveries, NQF Level 3, Credits 4

Total number of credits for Knowledge Modules: 10

Practical Skill Modules:

- 432102000-PM-01, Receive stock, NQF Level 3, Credits 2
- 432102000-PM-03, Prevent shrinkage and losses, NQF Level 3, Credits 3

Total number of credits for Practical Skill Modules: 5

This qualification also requires the following Work Experience Modules:

- 432102000-WM-01, Processes and procedures for receiving stock, NQF Level 3, Credits 8

Total number of credits for Work Experience Modules: 8

Assessment Qualification Standards:

- Receive stock and record the receipt in a manner that minimises losses and maintains accurate stock records. (50%)

### **Part Qualification 2:**

#### **Title:**

Dispatch Clerk, NQF Level 3, Credits 20

#### **Purpose:**

The purpose of this part qualification is to prepare a learner to operate as a Dispatching Clerk A Dispatching Clerk dispatches goods from a business while minimising losses to the establishment and maintaining stock records.

#### **Applicable Modules (Rules of Combination)**

##### Knowledge Modules:

- 432102000-KM-01, The receiving and dispatch environment, NQF Level 2, Credits 4
- 432102000-KM-02, Concepts of shrinkage and losses, NQF Level 3, Credits 2
- 432102000-KM-04, Principles of dispatching stock, NQF Level 3, Credits 2

Total number of credits for Knowledge Modules: 8

##### Practical Skill Modules:

- 432102000-PM-02, Prepare items for dispatch, NQF Level 3, Credits 2
- 432102000-PM-03, Prevent shrinkage and losses, NQF Level 3, Credits 3

Total number of credits for Practical Skill Modules: 5

This qualification also requires the following Work Experience Modules:

- 432102000-WM-02, Processes and procedures for dispatching stock, NQF Level 3, Credits 7

Total number of credits for Work Experience Modules: 7

##### Assessment Qualification Standards:

- Dispatch stock and record the dispatch in a manner that minimises losses and maintains accurate stock records (50%)