



	External Assessment Specifications Document			
Curriculum Code	Qualification Title	NQF Level	Logo	
522201000	Occupational Certificate: Retail Supervisor	4		
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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 candidate's ability to communicate, solve problems and make decisions in relation to a set of typical situations and circumstances which are encountered when supervising a team in a wholesale or retail outlet. The written assessment will be conducted over a period of half a 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 Retail Supervisor.

A Retail Supervisor supervises, controls and co-ordinates the work performance of a team in a specific area in a wholesale and retail outlet.

A qualified learner will be able to:

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

1.3 Assessment Standards

1.3.1 Assessment Standards for the Qualification

Integrated Assessment Focus Area 1

Plan and delegate a minimum of 12 tasks to 3 team members so that all tasks are completed within time frames. (25%)

Associated Assessment Criteria

- A task list is completed with all tasks recorded in order of priority
- Tasks assigned to staff take into account time frames
- Tasks are assigned to staff taking into account their experience

Integrated Assessment Focus Area 2

Monitor and improve work performance where service standards and loss control standards are not being met. (50%)

Associated Assessment Criteria

- The difference between the service provided and required service standards are identified
- The behaviour causing losses to the organisation is identified
- An action plan to improve service standards to the required standards is proposed
- Corrective or disciplinary action to improve loss control behaviour is proposed

- Proposals for on-the-job training/coaching is recommended where lack of knowledge/skill is identified as the cause of poor performance

Integrated Assessment Focus Area 3

Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty with organisational policies.(25%)

Associated Assessment Criteria

- The cause of the complaint is identified
- The proposed solution is within given policy and procedures
- The proposed solution will have the effect of promoting customer loyalty

1.3.2 Assessment Standards for Phases

None

1.3.3 Assessment Standards for Part Qualifications

There are no part qualifications for this qualification

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

- No internal assessments to be re-assessed during external assessment

4 CRITERIA FOR THE REGISTRATION OF ASSESSORS

- Qualified assessor and registered with the AQP.
- A retail store supervisor, manager, area manager or owner with a minimum of 3 years' experience or a lecturer or trainer with at least 3 years' experience in all aspects of wholesale or retail shop floor supervision.
- Registered with AQP as an assessor

5 FOUNDATIONAL LEARNING

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

	<i>Proof of Knowledge Modules</i>			<i>OR</i>			<i>Proof of Alternative Programmes</i>	
<i>Number</i>	<i>Title</i>	<i>NQF Level</i>	<i>Credits</i>		<i>Number</i>	<i>Title</i>	<i>NQF Level</i>	<i>Credits</i>
522201000-KM-01	Concepts and principles of supervising Wholesale or Retail staff	4	10					
522201000-KM-02	Concepts and principles of monitoring and improving performance	4	4					
522201000-KM-03	Concepts and principles for the implementation and maintenance of retail or wholesale operations,	4	3					
522201000-KM-04	Concepts and principles of enhancing customer service,	4	3					

	<i>Proof of Practical</i>			<i>OR</i>			<i>Proof of Alternative</i>	
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<i>Skill Modules</i>				<i>Programmes</i>				
<i>Number</i>	<i>Title</i>	<i>NQF Level</i>	<i>Credits</i>		<i>Number</i>	<i>Title</i>	<i>NQF Level</i>	<i>Credits</i>
522201000-PM-01	Supervise retail or wholesale staff	4	6					
522201000-PM-02	Monitor and control the work performance of a team	4	6					
522201000-PM-03	Supervise operations	4	4					
522201000-PM-04	Supervise service to internal and external retail and wholesale customers	4	2					
522201000-PM-05	Resolve queries and complaints from internal and external retail and wholesale customers	4	2					

And

Statement of Work experience

6.2 Phase 1

No Phase Tests applicable

6.3 Part Qualification