

## OCCUPATIONAL QUALIFICATION CURRICULUM DOCUMENT TEMPLATE

IN LINE WITH THE QOSF POLICY (2021) OCCUPATIONAL QUALIFICATION TYPE (NOMENCLATURE)

QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME	TYPE (NOMENCLATURE)	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
Part Qualification	Occupational Certificate	Receiving Clerk	3	94
CURRICULUM CODE	432102-000-01-00			
PARTNER DETAILS	ORGANISATION NAME	WEBSITE ADDRESS	TELEPHONE NUMBER	LOGO
QUALITY PARTNER - DEVELOPMENT	Wholesale and Retail SETA (W&RSETA)	<a href="http://www.wrseta.org.za">www.wrseta.org.za</a>	012 622 9500	
QUALITY PARTNER – ASSESSMENT (NOT APPLICABLE FOR SKILLS PROGRAMME)	Wholesale and Retail SETA (W&RSETA)	<a href="http://www.wrseta.org.za">www.wrseta.org.za</a>	012 622 9500	

DESIGNATION	NAME AND SURNAME	SIGNATURE	DATE
SUBJECT MATTER EXPERT (SME)			
QUALITY PARTNER REPRESENTATIVE			

# Contents

SECTION 1: CURRICULUM SUMMARY .....	4
1.1 Occupational Information: .....	4
1.1.1 Associated, Organising Framework for Occupations (OFO) Occupational Code and Title ..	4
1.1.2 Occupation Type, Title, NQF Level, Credits and Curriculum Code, addressed by this Curriculum. ....	4
1.1.3 Alternative titles used by industry: .....	4
1.2 Curriculum Information: .....	4
1.2.1 Articulation for Qualifications and Part- Qualifications .....	4
(a) Horizontal Articulation: This qualification articulates horizontally within the QQSF and between other sub-framework(s) as follows: .....	4
(b) Vertical Articulation: This qualification articulates vertically within the QQSF as follows: ....	5
(c) Diagonal Articulation: This qualification articulates diagonally across NQF levels and across Sub-Frameworks: .....	5
(d) Validation of Entry Requirements into articulation possibilities provided: .....	5
1.3 Curriculum Structure: .....	6
1.3.1 Knowledge/Theory Modules: .....	6
1.3.2 Practical Skills Modules .....	6
1.3.3 Work Experience Modules .....	6
1.4 Entry Requirements .....	6
1.5 Recognition of Prior Learning (RPL): .....	6
1.5.1 RPL for Access: .....	6
1.5.2 RPL for Exemption: .....	7
1.5.3 RPL for awarding credits: .....	7
1.6 Quality Partner for Assessment: .....	9
1.7 List of Part- Qualification(s) Related to this Curriculum. ....	9
SECTION 2: OCCUPATIONAL/SPECIALISATION/PART-QUALIFICATION/SKILLS PROGRAMME PROFILE .....	10
2.1 Purpose: .....	10
2.2 Tasks: .....	10
2.3 Occupational Task Details: .....	11
2.3.1 Task 1 .....	11
SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS .....	12

Receiving Clerk: Curriculum Document – Occupational Qualifications Development

Doc No: QQD-DT-02

Version: 1.2

Review Date: Sept 2024

©Copyright: QCTO

Page 2 of 72

3.1 Knowledge Module (KM) Specifications: .....	12
<b>3.1.1. Detailing Knowledge Module (KM) contents</b> .....	13
Knowledge Module (KM) – 01 .....	13
<b>3.1.2 Criteria for accreditation</b> .....	17
<b>3.1.3 Exemptions</b> .....	19
3.2 Practical Skill Module (PM) Specifications:.....	53
<b>3.2.1 Detailing Practical Module (PM) contents</b> .....	53
<b>3.1.2 Criteria for accreditation</b> .....	56
<b>Physical Requirements:</b> .....	56
<b>Human Resource Requirements:</b> .....	57
<b>Legal Requirements:</b> .....	58
<b>Additional Requirements:</b> .....	58
<b>3.1.3 Exemptions</b> .....	58
3.3 WORK EXPERIENCE MODULE (WM) SPECIFICATIONS:.....	63
<b>3.3.1 Detailing Work Experience Module (WM) contents</b> .....	63
3.3.3 Criteria for accreditation .....	65
3.3.4 Exemptions .....	67
3.3.5 Additional Assignments to be Assessed Externally .....	67
3.4 POSSIBLE SEQUENCING AND INTEGRATION .....	68
SECTION 4. STATEMENT OF WORK EXPERIENCE .....	69

## SECTION 1: CURRICULUM SUMMARY

### 1.1 Occupational Information:

#### 1.1.1 Associated, Organising Framework for Occupations (OFO) Occupational Code and Title

432102: Dispatching and Receiving Clerk

#### 1.1.2 Occupation Type, Title, NQF Level, Credits and Curriculum Code, addressed by this Curriculum.

TYPE	TITLE	NQF LEVEL	CREDITS	CURRICULUM CODE
Occupational Certificate	Receiving Clerk	3	94	432102-000-01-01

#### 1.1.3 Alternative titles used by industry:

- Dispatch clerk/officer/operator/assistant/worker
- Inwards goods clerk
- Goods Receiving clerk
- Receiving clerk
- Shipping and Receiving Clerk
- Goods Dispatch Clerk
- Dispatching and Receiving Clerk
- Dispatching and Receiving Officer
- Inbound Goods Clerk
- Outbound Good Clerk
- Warehouse/ Distributing Centre Clerk

### 1.2 Curriculum Information:

#### 1.2.1 Articulation for Qualifications and Part- Qualifications

**NB: QCTO standard statements for options are provided and require qualification details to be inserted**

(a) Horizontal Articulation: This qualification articulates horizontally within the QQSF and between other sub-framework(s) as follows:

##### Within QQSF -

- SAQA ID: 99688, Occupational Certificate: Visual Merchandiser, NQF Level 3, 30 credits. This qualification is under review.

### Between sub-frameworks -

- There are no horizontal articulation possibilities between sub-frameworks as there were no registered qualifications available at the time when this qualification was recommended for registration.

(b) Vertical Articulation: This qualification articulates vertically within the QQSF as follows:

- SAQA ID: 121316, National Occupational Certificate: Retail Supervisor, NQF Level 4, 129 Credits
- SAQA ID: 121792, National Occupational Certificate: Sales Representative, NQF Level 4, 155 Credits.

(c) Diagonal Articulation: This qualification articulates diagonally across NQF levels and across Sub-Frameworks:

- SAQA ID: 119887, Higher Certificate in Retail Management, NQF Level 5, 120 credits.

(d) Validation of Entry Requirements into articulation possibilities provided:

**NB: If the entry requirements make articulation possible, answer YES.**

Yes, validated. However, not similar due to the following findings:

- To enrol into the Occupational Certificate: Visual Merchandiser, NQF Level 3, learners must have completed an NQF Level 2 with Mathematical Literacy and Communication, whilst entry into the Intermediate Occupational Certificate: Dispatching and Receiving Clerk is an NQF Level 2 qualification.

Entry requirement into higher level qualifications is reflected below:

- Entry into the National Occupational Certificate: Retail Supervisor, NQF Level 4 is an NQF Level 3 qualification.
- Entry into the National Occupational Certificate: Sales Representative, NQF Level 4 is an NQF Level 3 qualification or at least three (3) years of work experience in sales within the Wholesale and Retail Industry.
- Entry into the Higher Certificate in Retail Management is any of the following:
  - National Senior Certificate (NSC), NQF Level 4.
  - Or
  - National Certificate (Vocational), NQF Level 4.
  - Or
  - Senior Certificate, NQF Level 4, without endorsement.

## **1.3 Curriculum Structure:**

### **1.3.1 Knowledge/Theory Modules:**

- 432102-000-01-KM-01, The receiving and dispatch environment, NQF Level 2, 10 Credits
- 432102-000-01-KM-02, Principles of warehousing operations and technology, NQF Level 2, 15 Credits
- 432102-000-01-KM-03, Fundamentals of stock control, NQF Level 3, 10 Credits
- 432102-000-01-KM-04, Minimising loss through housekeeping, safety and shrinkage prevention and control measures, NQF Level 3, 7 Credits
- 432102-000-01-KM-05, Principles of receiving and checking deliveries, NQF Level 3, 12 Credits
- 432102-000-01-KM-07, Fundamentals organisational skills for receiving and dispatching environment, NQF Level 3, 10 Credits
- 432102-000-01-KM-08, Fundamentals of ethical and professional behaviour in receiving and dispatching environment, NQF Level 2, 5 Credits

Total number of credits: 69

### **1.3.2 Practical Skills Modules**

- 432102-000-01-PM-01, Receive stock, NQF Level 3, 12 Credits
- 432102-000-01-PM-03, Prevent and control shrinkage and losses in receiving, NQF Level 3, 3 Credits

Total number of credits: 15

### **1.3.3 Work Experience Modules**

- 432102-000-01-WM-01, Processes and procedures for receiving stock, NQF Level 3, 10 Credits

Total number of credits: 10

## **1.4 Entry Requirements**

- NQF Level 2 qualification

## **1.5 Recognition of Prior Learning (RPL):**

### **1.5.1 RPL for Access:**

***NB: QCTO Standard Statement Provided***

Receiving Clerk: Curriculum Document – Occupational Qualifications Development

Doc No: OQD-DT-02

Version: 1.2

Review Date: Sept 2024

©Copyright: QCTO

Page 6 of 72

Learners may use the RPL process to gain access to training opportunities for a programme of learning, qualification, part-qualification, or skills programme if they do not meet the formal, minimum entry requirements for admission. RPL assessment provides an alternative access route into a programme of learning, qualification, part-qualification, or skills programme.

Such an RPL assessment may be developed, moderated and conducted by the accredited Skills Development Provider which offers that specific qualification/part qualification/skills programme. Such an assessment must ensure that the learner is able to display the equivalent level of competencies required for access, based on the NQF level descriptors.

For exemption from modules through RPL, learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification, or skills programme through any means of formal, informal, or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

## **5.2 RPL for Exemption:**

***NB: QCTO Standard Statement Provided***

Learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification, or skills programme through any means of formal, informal, or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

A valid Statement of Results is required for admission to the EISA in which confirmation of achievement is provided that all internal assessment criteria for all modules in the related curriculum document have been achieved.

For a Skills Programme, the accredited Skills Development Provider (SDP) must ensure all modular competency requirements are met prior to the FISA and keep record of such evidence.

Upon successful completion of the EISA/FISA, RPL learners will be issued with the QCTO certificate for the qualification, part-qualification, or skills programme. Quality Partners are responsible for ensuring the RPL mechanism and process for qualifications and part-qualification is approved by the QCTO.

### **1.5.3 RPL for awarding credits:**

***NB: QCTO Standard Statement Provided***

Learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification, or skills programme through any means of formal, informal, or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

A valid Statement of Results is required for admission to the EISA in which confirmation of achievement is provided that all internal assessment criteria for all modules in the related curriculum document have been achieved.

For a Skills Programme, the accredited Skills Development Provider (SDP) must ensure all modular competency requirements are met prior to the FISA and keep record of such evidence.

Upon successful completion of the EISA/FISA, RPL learners will be issued with the QCTO certificate for the qualification, part-qualification, or skills programme. Quality Partners are

Receiving Clerk: Curriculum Document – Occupational Qualifications Development

Doc No: OQD-DT-02

responsible for ensuring the RPL mechanism and process for qualifications and part-qualification is approved by the QCTO.



### 1.6 Quality Partner for Assessment:

<b>NAME OF BODY:</b>	Wholesale and Retail SETA
<b>ADDRESS OF BODY:</b>	Riverside Office Park, Hennops House, 1303 Heuwel Avenue Cnr Lenchen South and Heuwel Avenue, Centurion, Pretoria
<b>WEBSITE:</b>	<a href="http://www.wrseta.org.za">www.wrseta.org.za</a>
<b>TELEPHONE NUMBER:</b>	012 622 9500

### 1.7 List of Part- Qualification(s) Related to this Curriculum.

Intermediate Occupational Qualification: Dispatching and Receiving Clerk, NQF Level 3, 130 Credits

Occupational Qualification: Dispatching Clerk, NQF Level 3, 93 Credits

## SECTION 2: OCCUPATIONAL/SPECIALISATION/PART-QUALIFICATION/SKILLS PROGRAMME PROFILE

### 2.1 Purpose:

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

A Receiving Clerk receives incoming shipments of stock while ensuring the efficient and accurate recording of stock. This role is crucial in maintaining precise stock control and minimizing delays, losses or stock discrepancies.

### 2.2 Tasks:

TASK	LINKS TO ELO
Receive deliveries of stock into the business (NQF Level 3)	Coordinate the receipt of stock into the business.
	Carry out the required functions to prevent and control shrinkage and losses in receiving.
	Control stock in dispatch and receiving.

## **2.3 Occupational Task Details:**

### **2.3.1 Task 1**

Receive deliveries of stock into the business (NQF Level 3)

(a) Unique Product or Service:

- Accurately received and recorded stock.

(b) Responsibilities:

- Receive stock
- Prevent and control shrinkage and losses in receiving

(c) Contexts:

Processes and procedures for receiving stock.

## SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

### 3.1 Knowledge Module (KM) Specifications:

NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-KM-01	The receiving and dispatch environment.	2	10	Blended
432102-000-01-KM-02	Principles of warehousing operations and technology	2	15	Blended
432102-000-01-KM-03	Fundamentals of stock control	3	10	Blended
432102-000-01-KM-04	Minimising loss through housekeeping, safety and shrinkage prevention and control measures.	3	7	Blended
432102-000-01-KM-05	Principles of receiving and checking deliveries	3	12	Blended
522301-001-01-KM-07	Fundamentals organisational skills for receiving and dispatching environment.	3	10	Blended
522301-001-01-KM-08	Fundamentals of ethical and professional behaviour in receiving and dispatching environment	2	5	Blended

### 3.1.1. Detailing Knowledge Module (KM) contents

#### Knowledge Module (KM) – 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-KM-01	The receiving and dispatch environment.	2	10	Blended

#### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the environment in which the process of receiving and dispatching of stock exists. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 12 days

#### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-01-KT01	The role players and how they impact on the efficiency of the supply chain.	(30%)
KM-01-KT02	The role and the impact of the receiving and dispatch clerk on the supply chain	(20%)
KM-01-KT03	Customer service provided by the receiving and dispatching clerk.	(25%)
KM-01-KT04	Effective communication in the receiving and dispatch department.	(25%)

(c) Detailing each topic listed above into topic elements:

KM-01-KT01: The role players and how they impact on the efficiency of the supply chain (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Types of sub-sectors and categories of stock within the wholesale and retail sector. Stock include but are not limited to perishables, non-perishables and semi-perishables.	20
KT0102	The concept of the supply chain including the flow of stock, finance and information in wholesale and retail sector.	25
KT0104	The role players and their impact within the supply chain environment	20
KT0105	The concept of outsourced third-party agents within the supply chain environment	15
KT0106	The concept of cold chain and the factors to be considered in maintaining the cold chain.	20

KM-01-KT02: The role and the impact of the receiving and dispatch clerk on the supply chain (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	The role of receiving and dispatching in the supply chain.	30
KT0202	The effect of checking and recording of stock received on the supply chain.	35
KT0202	The effect of checking and recording of stock dispatched on the supply chain.	35

KM-01-KT03: Customer service provided by the receiving and dispatching clerk. (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	The concept of internal and external customer in the receiving and dispatching environment.	20
KT0302	The different internal customers of the receiving and dispatch clerk	20
KT0303	Roles of the various internal customers of the receiving and dispatch clerk and their impact on external customers.	30
KT0304	Customer expectations of the receiving and dispatch clerk.	30

KM-01-KT04: Effective communication in the receiving and dispatch department. (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	The concept of interpersonal skills/ personal zone awareness and the use of professional language when interacting with internal customers.	30
KT0402	Principles of verbal and non-verbal communication in the receiving and dispatch department	30
KT0403	The importance of listening skills when communicating with customers.	20
KT0404	Principles of telephone etiquette in the receiving and dispatch department.	20

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
----------	-----------------	-----------------------

IAC0101	List and explain types of sub-sectors and categories of stock within the wholesale and retail sector.	20
IAC0102	Explain the concept of the supply chain including the flow of stock, finance and information in wholesale and retail sector.	25
IAC0103	Explain how the various role players can impact on the efficiency of the supply chain.	20
IAC0104	Explain the concept of outsourced third-party agents within the supply chain environment and explain special requirements when stock is delivered by an outsourced third-part agent.	15
IAC0105	Explain the concept of cold chain and the factors to be considered in maintaining the cold chain.	20

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	Explain the role of receiving and dispatching in the supply chain.	30
IAC0202	Explain the effect of checking and recording of stock received on the supply chain.	35
IAC0203	Explain the effect of checking and recording of stock dispatched on the supply chain.	35

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Explain the concept of internal and external customer in the receiving and dispatching environment, making use of examples.	20
IAC0302	Explain the differences between internal customers of the receiving and dispatch clerk.	20



IAC0303	Explain the roles of the various internal customers of the receiving and dispatch clerk and their impact on external customers.	30
IAC0304	Describe customer expectations of the receiving and dispatch clerk.	30

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0401	Explain the concept of interpersonal skills/ personal zone awareness and the use of professional language when interacting with internal customers.	30
IAC0402	Explain the principles of verbal and non-verbal communication in the receiving and dispatch department.	30
IAC0403	Explain the importance of listening skills when communicating with customers.	20
IAC0404	Explain the principles of telephone etiquette in the receiving and dispatch department.	20

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

#### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids
	Desk, table and computer
<b>CONSUMABLES</b>	Training materials, Facilitator Guide, Learner Guide, Handouts, Flip Chart and consumables as specified in the curriculum

	Diagrams of the various supply chains. Diagram of the flow of stock, cash and information through the supply chain
--	---

<b>ASSESSMENT CENTRE</b>	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.

### Human Resource Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Facilitators must have relevant industry and facilitation experience related to the subject.  Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.  Assessors must have relevant industry experience related to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 30 learners.

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Markers/Assessors must have relevant industry experience related to the subject.  Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 marker/assessor to a maximum of

	30 learners.
--	--------------

#### Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
	A legal business entity. Meet health and safety standards.

ASSESSMENT CENTRE	
	A legal business entity. Meet health and safety standards.

#### Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
None	

ASSESSMENT CENTRE	
None	

#### 3.1.3 Exemptions

None

## Knowledge Module (KM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-KM-02	Principles of warehousing operations and technology	2	15	Blended

### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the principles of warehousing operations and technology. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 16 days

### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-02-KT01	The concepts of warehousing operations	(25%)
KM-02-KT02	Technology as it applies to the receiving and dispatch environment.	(20%)
KM-02-KT03	Uplifting stock for return	(10%)
KM-02-KT04	The concept of perpetual inventory.	(10%)
KM-02-KT05	The concept of periodic inventory.	(10%)
KM-02-KT06	Coordinating stock counts activities	(25%)

### (c) Detailing each topic listed above into topic elements:

KM-02-KT01: The concepts of warehousing operations (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	The concept of warehousing and Distribution Centres.	20
KT0102	Introduction to warehousing operations which may include but	20

	are not limited to cross docking, transport consolidation, smoothing, breaking bulk and product mixing.	
KT0103	The impact of warehousing on the finances of a business.	30
KT0104	The advantages and disadvantages of warehousing in relation to warehousing operations.	30

KM-02-KT02: Technology as it applies to the receiving and dispatch environment. (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Types of technological tools used in the receiving and dispatch environment.	40
KT0202	The impact and benefits of integrating technology into the receiving and dispatch environment.	40
KT0203	Challenges or limitations associated with technology in dispatch and receiving.	20

KM-02-KT03: Uplifting stock for return (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Concept of uplifting stock	20
KT0302	Reasons for uplifting stock	20
KT0303	Generally accepted ways of uplifting stock	20
KT0303	Benefits of uplifting stock to the wholesale and retail business.	20
KT0305	The impact of uplifting stock on the finances of a business.	20

KM-02-KT04: The concept of perpetual inventory (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	The concept of perpetual inventory.	30
KT0402	The advantages of perpetual inventory.	35
KT0403	The impact of the receiving and dispatch processes on perpetual inventory.	35

KM-02-KT05: The concept of periodic inventory (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	The concept of periodic inventory.	30
KT0502	The advantages of periodic inventory.	35
KT0503	The impact of the receiving and dispatch processes on periodic inventory.	35

KM-02-KT06: Coordinating stock counts activities (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0601	The purpose and types of stock counts.	20
KT0602	The role of the receiving and dispatch clerk in stock counts.	20
KT0603	The importance preparing for a stock count.	20
KT0604	Typical discrepancies encountered during stock count	20

KT0605	Methods in which discrepancies/ variances can be resolved.	10
KT0606	Coordinating post stock count activities.	10

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the concept of warehousing and Distribution Centres.	20
IAC0102	Explain the concept of warehousing operations using examples.	20
IAC0103	Explain the impact of warehousing housing on the finances of a business.	30
IAC0104	Discuss the advantages and disadvantages of warehousing in relation to warehousing operations.	30

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	List and explain types of technological tools used in the receiving and dispatch environment.	40
IAC0202	Explain the impact and benefits of integrating technology into the receiving and dispatch environment.	40
IAC0203	List and explain challenges or limitations associated with technology in dispatch and receiving.	20

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>	<b>% OF TIME TO BE SPENT</b>
IAC0301	Explain the concept of uplifting stock.	20
IAC0302	Give reasons for uplifting stock.	20
IAC0303	Explain the generally accepted ways of uplifting stock.	20
IAC0304	Discuss benefits of uplifting stock to the wholesale and retail business.	20
IAC0305	Explain the impact of uplifting stock on the finances of a business.	20

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>	<b>% OF TIME TO BE SPENT</b>
IAC0401	Explain the concept of perpetual inventory	30
IAC0402	Discuss the advantages of perpetual inventory	35
IAC0403	Explain the impact of the receiving and dispatch processes on perpetual inventory	35

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>	<b>% OF TIME TO BE SPENT</b>
IAC0501	Explain the concept of periodic inventory.	30
IAC0502	Discuss the advantages of periodic inventory.	35
IAC0503	Explain the impact of the receiving and dispatch processes on periodic inventory.	35

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>	<b>% OF TIME TO BE SPENT</b>
IAC0601	Explain the purpose and types of stock counts.	20
IAC0602	Discuss the role of the receiving and dispatch clerk in stock counts.	20



IAC0603	Explain the importance preparing for a stock count.	20
IAC0604	List and discuss typical discrepancies encountered during stock count	20
IAC0605	Explain the methods in which discrepancies/ variances can be resolved.	10
IAC0606	Explain the importance of coordinating post stock count activities.	10

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

#### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids
	Desk, table and computer
<b>CONSUMABLES</b>	Training materials, Facilitator Guide, Learner Guide, Handouts, Flip Chart
	Consumables as specified in the curriculum.

ASSESSMENT CENTRE	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.

#### Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Facilitators must have relevant industry and facilitation experience related to the subject.

	<p>Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.</p> <p>Assessors must have relevant industry experience related to the subject.</p>
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 30 learners.

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<p>Markers/ Assessors must have relevant industry experience related to the subject.</p> <p>Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.</p>
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 marker/ assessor to a maximum of 30 learners.

### Legal Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
	<p>A legal business entity.</p> <p>Meet health and safety standards.</p>

<b>ASSESSMENT CENTRE</b>	
	<p>A legal business entity.</p> <p>Meet health and safety standards.</p>

### Additional Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>
None

ASSESSMENT CENTRE
None

### 3.1.3 Exemptions

None

### Knowledge Module (KM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-KM-03	Fundamentals of stock control.	3	10	Blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the fundamentals of stock control with respect to the receiving and dispatching functions.

Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 12 days

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-03-KT01	Concepts and principles of stock control	(100%)

(c) Detailing each topic listed above into topic elements:

KM-03-KT01: Concepts and principles of stock control (100%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Concept of stock control	(15%)
KT0102	Objectives and benefits of stock control	(15%)
KT0103	Types and the purpose of stock / inventory classification. This includes but is not limited to type of stock, stock characteristics, stock that is in demand.	(30%)
KT0104	Methods and techniques of stock control including but not limited to ABC Analysis, First-In, First-Out (FIFO), Last In First Out (LIFO), Just In Time (JIT), Vacuum	(30%)

	system, etc.	
KT0104	Typical technology used to control stock including but not limited to barcoding, Radio Frequency Identification (RFID), automated ordering, replenishment, master data systems.	(10%)

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the concept of stock control.	(15%)
IAC0102	Discuss the objectives and benefits of stock control	(15%)
IAC0103	List and discuss types of stock / inventory classification	(20%)
IAC0104	Explain the purpose of stock / inventory classification.	(10%)
IAC0105	Discuss the different methods examples of stock control.	(30%)
IAC0106	List, describe and explain the benefits typical technology used to control stock	(10%)

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

#### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids
	Desk, table and computer
<b>CONSUMABLES</b>	Training materials, Facilitator Guide, Learner Guide, Handouts, Flip Chart and consumables as specified in the curriculum
	Diagrams of the various supply chains. Pictures of types of stock, pictures of technological devices, visual content

<b>ASSESSMENT CENTRE</b>	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.

### Human Resource Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<p>Facilitators must have relevant industry and facilitation experience related to the subject.</p> <p>Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.</p> <p>Assessors must have relevant industry experience related to the subject.</p>
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 30 learners.

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<p>Markers/ Assessors must have relevant industry experience related to the subject.</p> <p>Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.</p>
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 marker/assessor to a maximum of 30 learners.

### Legal Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>
--

	A legal business entity. Meet health and safety standards.
--	---

ASSESSMENT CENTRE	
	A legal business entity. Meet health and safety standards.

#### Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE
None

### 3.1.3 Exemptions

None

## Knowledge Module (KM) – 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-KM-04	Minimising loss through housekeeping, safety and shrinkage prevention and control measures.	3	7	Blended

### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of housekeeping and shrinkage and their impact on the business. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 8 days.

### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-04-KT01	Causes and prevention and control of shrinkage.	(30%)
KM-04-KT02	General standards of housekeeping	(40%)
KM-04-KT03	Maintaining a safe environment in receiving and dispatch environment	(30%)

### (c) Detailing each topic listed above into topic elements:

KM-04-KT01: Causes and prevention and control of shrinkage (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	The concept of shrinkage and losses.	20
KT0102	General causes of shrinkage.	20
KT0103	Impact of shrinkage and losses to staff, the organisation and external customer.	20
KT0104	Loss control methods to reduce shrinkage the receiving and	20



	dispatching environment.	
KT0105	The benefits of loss control systems in the retail environment.	20

KM-04-KT02: General standards of housekeeping (40%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Generic housekeeping standards in the receiving and dispatch department.	30
KT0202	The importance of housekeeping on receiving and dispatching.	20
KT0203	The impact of housekeeping on damages, shrinkage and safety.	20
KT0204	The importance of housekeeping in maintaining a vermin/pest free work area.	30

KM-04-KT03: Maintaining a safe environment in receiving and dispatch environment (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	General safety procedures in the receiving and dispatch environment.	30
KT0302	Typical hazards in the receiving and dispatch environment.	20
KT0303	Prevention of injury to self and others.	30
KT0304	Emergency procedures and role-players.	20

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the concept of shrinkage and losses	20
IAC0102	List four (4) general causes of	20

	shrinkage in a business.	
IAC0103	Discuss the impact of shrinkage and losses to staff, the organisation and external customer.	20
IAC0104	Explain loss control methods to reduce shrinkage the receiving and dispatching environment.	20
IAC0105	Discuss the benefits of loss control systems in the retail environment	20

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>	<b>% OF TIME TO BE SPENT</b>
IAC0201	Explain generic housekeeping standards in the receiving and dispatch department.	30
IAC0202	Explain the importance of housekeeping on receiving and dispatching.	20
IAC0203	Discuss the impact of housekeeping on damages, shrinkage and safety.	20
IAC0204	Explain the importance of housekeeping in maintaining a vermin/pest free work area.	30

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>	<b>% OF TIME TO BE SPENT</b>
IAC0301	Explain the general safety procedures in the receiving and dispatch environment.	20
IAC0302	List typical hazards that could be encountered in the receiving and dispatch environment.	10
IAC0303	Explain how to prevent injury to oneself and others in the receiving and dispatch environment.	20
IAC0304	Describe different types of emergency situations likely to occur in the receiving and dispatch	20

	environment.	
IAC0305	Identify key role-players involved in emergency situations.	10
IAC0306	Describe the generally accepted procedure to follow in an emergency.	20

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

#### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids
	Desk, table and computer
<b>CONSUMABLES</b>	Training materials, Facilitator Guide, Learner Guide, Handouts, Flip Chart and consumables as specified in the curriculum

ASSESSMENT CENTRE	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.

#### Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Facilitators must have relevant industry and facilitation experience related to the subject.  Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year

	experience relevant to the subject. Assessors must have relevant industry experience related to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 30 learners.

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Markers/Assessors must have relevant industry experience related to the subject.  Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 marker/assessor to a maximum of 30 learners.

#### **Legal Requirements:**

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
	A legal business entity. Meet health and safety standards.

<b>ASSESSMENT CENTRE</b>	
	A legal business entity. Meet health and safety standards.

#### **Additional Requirements:**

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>
None

<b>ASSESSMENT CENTRE</b>
None

**3.1.3 Exemptions**

None

## Knowledge Module (KM) – 05

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-KM-05	Principles of receiving and checking deliveries	3	12	Blended

### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the process for receiving, checking and recording of deliveries in a manner that minimises the chance of shrinkage and the moving of stock. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 14 days.

### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-05-KT01	The receiving and checking of deliveries	(70%)
KM-05-KT02	Discrepancies/variances	(20%)
KM-05-KT03	The moving of stock.	(10%)

### (c) Detailing each topic listed above into topic elements:

KM-05-KT01: The receiving and checking of deliveries (70%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Generally accepted methods for receiving and recording deliveries that minimise shrinkage in both a manual and a computerised environment.	30
KT0102	Typical methods for handling and validating the documentation that minimises shrinkage in both a manual and a computerised environment	30
KT0103	Typical methods for off-loading and sorting stock being delivered that minimises shrinkage	20

KT0104	Elements to check to minimise shrinkage when checking in a delivery.	20
--------	--	----

KM-05-KT02: Discrepancies/variances (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	The concept and examples of discrepancies/variances on a delivery.	30
KT0202	Methods for handling and recording discrepancies/variances.	35
KT0203	The importance of supplier validation of discrepancies/variances.	35

KM-05-KT03: The moving of stock (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Principles of handling stock according to stock characteristics.	30
KT0302	Types of equipment used to move stock in the receiving area.	30
KT0303	The impact of using equipment incorrectly and in an unsafe manner, on the user and business.	40

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Describe the generally accepted methods for receiving and recording deliveries that minimise shrinkage in both a manual and a computerised environment.	30
IAC0102	Describe typical methods for handling and validating documentation that minimises shrinkage in both a manual and a	30

	computerised environment	
IAC0103	Explain typical methods for off-loading and sorting stock being delivered that minimises shrinkage	20
IAC0104	List 4 elements to check to minimise shrinkage when checking in a delivery.	20
IAC0105	Explain how the store and supplier documents should be handled	15
IAC0106	List 5 measures to minimise shrinkage while accepting deliveries	15

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0201	Explain the concept of a discrepancy/variance on a delivery	15
IAC0202	Give four (4) examples of discrepancies/variances on deliveries and explain how to handle each of the 4 examples given	15
IAC0203	Explain methods for handling and recording discrepancies/variances	35
IAC0204	Explain the importance of supplier validation of discrepancies/variances	35

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Explain principles of handling stock according to stock characteristics.	30
IAC0302	List 3 different types of equipment used to move stock in the receiving area.	30
IAC0303	Explain the impact of using equipment incorrectly and in an unsafe manner, on the user and business.	40

### 3.1.2 Criteria for accreditation

Receiving Clerk: Curriculum Document – Occupational Qualifications Development

Doc No: OQD-DT-02

Version: 1.2

Review Date: Sept 2024

©Copyright: QCTO

Page 40 of 72



Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.

### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids
	Desk, table and computer
<b>CONSUMABLES</b>	Training materials, Facilitator Guide, Learner Guide, Handouts, Flip Chart and consumables as specified in the curriculum  Examples of documentation used

ASSESSMENT CENTRE	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.

### Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Facilitators must have relevant industry and facilitation experience related to the subject.  Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.  Assessors must have relevant industry experience related to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 30 learners.

ASSESSMENT CENTRE
-------------------

<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<p>Markers/Assessors must have relevant industry experience related to the subject.</p> <p>Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.</p>
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 marker/ assessor to a maximum of 30 learners.

### Legal Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
	<p>A legal business entity.</p> <p>Meet health and safety standards.</p>

<b>ASSESSMENT CENTRE</b>	
	<p>A legal business entity.</p> <p>Meet health and safety standards.</p>

### Additional Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>
None

<b>ASSESSMENT CENTRE</b>
None

### 3.1.3 Exemptions

None

## Knowledge Module (KM) – 07

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-KM-07	Fundamentals organisational skills for receiving and dispatching environment.	3	10	Blended

### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of concepts related to team work, time management, organisational skills and problem-solving skills as they apply to receiving and dispatching environment.

### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-07-KT01	Working as a team	(25%)
KM-07-KT02	Fundamentals of time management	(25%)
KM-07-KT03	Fundamentals of organisational skills	(25%)
KM-07-KT04	Basic concepts related to problem solving skills	(25%)

### (c) Detailing each topic listed above into topic elements:

KM-07-KT01: Working as a team (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Factors that make an effective team.	30
KT0102	Benefits of working as a team.	25
KT0103	Concepts of conflict resolution in a team.	20
KT0104	Understanding different roleplayers and inter-departmental relationships in the receiving and dispatching	25

	environment	
--	-------------	--

KM-07-KT02: Fundamentals of time management (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Definition of time management.	15
KT0202	Factors influencing time management.	20
KT0203	Understanding self in time management.	20
KT0204	Benefits of time management.	15
KT0205	Typical time management tools used in receiving and dispatching environment.	20
KT0206	Time wasters or procrastination.	10

KM-07-KT03: Fundamentals of organisational skills. (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	The importance of planning and setting objectives.	20
KT0302	The importance of prioritising tasks.	20
KT0303	The concept of organising.	20
KT0304	The importance of carrying out your tasks within the specified schedule.	40

KM-07-KT04: Basic concepts related to problem solving skills (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	The concept of problem solving.	25

KT0402	Identification of typical problems related to the job.	15
KT0403	Ways in which identified problems can resolved.	25
KT0404	Benefits of resolving problems effectively in the receiving and dispatching environment.	25
KT0405	Concept of negotiation in the receiving and dispatching environment.	10

(d) Internal Assessment Criteria (IAC) and Weight

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>	<b>% OF TIME TO BE SPENT</b>
IAC0101	Explain the factors that contribute to effective team.	30
IAC0102	Describe the benefits of working as a team.	25
IAC0103	Explain concepts of conflict resolution in a team and describe how to handle conflict in a team.	20
IAC0104	Identify and explain different roleplayers involved in receiving and dispatching and discuss inter-departmental relationships in the receiving and dispatching environment	25

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>	<b>% OF TIME TO BE SPENT</b>
IAC0201	Define time management.	15
IAC0202	List and discuss factors influencing time management.	10
IAC0203	Explain how time management impact / influence / affect the job of the receiving and dispatching clerk.	20
IAC0204	Explain the benefits of time management in relation to your job.	15

IAC0205	List and explain typical time management tools used by the Receiving and Dispatching Clerk.	20
IAC0206	List and explain time wasters.	10
IAC0207	Explain the concept of procrastination.	10

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0301	Explain the importance of planning and setting objectives.	30
IAC0302	Explain the importance of prioritising tasks.	30
IAC0303	Explain the importance of carrying out tasks within the specified schedule.	40

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0401	Explain the concept of problem solving.	25
IAC0402	List and explain at least three (3) typical problems related to the receiving and dispatching environment.	15
IAC0403	Discuss ways in which identified problems in the receiving and dispatching environment can be resolved.	25
IAC0404	Explain the benefits of resolving problems in the receiving and dispatching environment.	25
IAC0405	Explain the concept of negotiation in the receiving and dispatching environment.	10

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

#### Physical Requirements:

Receiving Clerk: Curriculum Document – Occupational Qualifications Development

Doc No: OQD-DT-02

Version: 1.2

Review Date: Sept 2024

©Copyright: QCTO

Page 46 of 72

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids
	Desk, table and computer
<b>CONSUMABLES</b>	Training materials, Facilitator Guide, Learner Guide, Handouts, Flip Chart and suitable writing pens, covering merchandising.

<b>ASSESSMENT CENTRE</b>	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.

#### **Human Resource Requirements:**

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Facilitators must have completed a relevant qualification at one level higher than this qualification.  and  have relevant knowledge and experience in the retail sales.  Or  have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 30 learners.

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Markers/Assessors must have completed a relevant qualification at one level higher than this qualification.  and

	to have relevant knowledge and experience in the retail sales.  Or  have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 Marker/Assessor to a maximum of 30 learners.

### Legal Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
	A legal business entity.  Meet health and safety standards.

<b>ASSESSMENT CENTRE</b>	
	A legal business entity.  Meet health and safety standards.

### Additional Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>
None

<b>ASSESSMENT CENTRE</b>
None

### 3.1.3 Exemptions

None



## Knowledge Module (KM) - 08

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-001-01-KM-08	Fundamentals of ethical and professional behaviour in receiving and dispatching environment.	2	5	Blended

### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the basics of ethics, values and professional behaviour applicable in receiving and dispatching environment.

The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 6 days.

### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-08-KT01	Work ethics	(100%)

### (c) Detailing each topic listed above into topic elements:

KM-08-KT01: Work ethics (100%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Concept of ethics in receiving and dispatching environment.	30
KT0102	Concept of values in receiving and dispatching environment.	30
KT0103	Professional behaviour in receiving and dispatching environment.	40

### (d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the meaning of work ethics as it applies to receiving and	25

	dispatching environment.	
IAC0102	Explain qualities of ethical values in receiving and dispatching environment.	25
IAC0103	Explain qualities of professional behaviour in receiving and dispatching environment.	25
IAC0104	Provide examples of unethical behaviour in receiving and dispatching environment.	25

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

#### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids, desk, table and computer.
<b>CONSUMABLES</b>	Training materials, Facilitator Guide, Learner Guide, Handouts and consumables as specified in the curriculum.

ASSESSMENT CENTRE	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.

#### Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Facilitators must have completed a qualification at one level higher than this qualification.

	and have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 30 learners.

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Markers/Assessors must have completed a qualification at one level higher than this qualification.  and /or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 Marker/Assessor to a maximum of 30 learners.

#### **Legal Requirements:**

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
	A legal business entity. Meet health and safety standards.

<b>ASSESSMENT CENTRE</b>	
	A legal business entity. Meet health and safety standards.

#### **Additional Requirements:**

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>
None

<b>ASSESSMENT CENTRE</b>
None

**3.1.3 Exemptions**

None

### 3.2 Practical Skill Module (PM) Specifications:

**NB: MODE OF DELIVERY** e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-PM-01	Receive stock	3	12	Blended
432102-000-01-PM-03	Prevent and control and shrinkage and losses in receiving	3	3	Blended

#### 3.2.1 Detailing Practical Module (PM) contents

##### Practical Module (PM) – 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-PM-01	Receive stock	3	12	Blended

##### (a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to practice receiving and checking deliveries, recording stock received. Blended time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 13 days.

##### (b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-01-PS01	Record receipt of deliveries.
PM-01-PS02	Check deliveries and record discrepancies/variances
PM-01-PS03	Coordinate movement the stock for storage or display.

##### (c) Scope of each Practical Skill Activity:

PM-01-PS01: Record receipt of deliveries	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given a minimum of 3 supplier delivery documentation, stationery for recording the receipt of deliveries and simulated company orders, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Check and confirm the delivery is for intended destination.
PA0102	Check that the delivery documentation matches the simulated

	company's order.
PA0103	Record receipt of the delivery.

PM-01-PS02: Check deliveries and record discrepancies/variances	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given copies of a minimum of 3 supplier delivery notes, lists of stock being delivered, store orders and blank discrepancy notes, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0201	Compare the stock being delivered to the store order form and identify items/quantities that are incorrect.
PA0202	Compare the items being delivered against the supplier delivery <del>note</del> documentation and identify discrepancies/ variances.
PA0203	Record all discrepancies/variances.
PA0204	Suggest the necessary actions to resolve discrepancies/ variances identified.

PM-01-PS03	Coordinate movement the stock for storage or display.
PM-01-PS03: Coordinate the movement the stock for storage or display	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given a variety of scenarios, digital/ video content, relevant documentation, examples stock storage area, stock to be stored, list of appropriate stock moving equipment and a basic organogram showing the roles and responsibilities played by team members (including but not limited to store person, merchandiser, sales assistant, receiving clerk and the store manager), the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0301	Identify team members tasked with the responsibility of moving stock to the relevant destination.
PA0302	Allocate tasks to team members.
PA0303	Identify availability of appropriate stock moving equipment
PA0304	Identify correct stock storage areas as per stock characteristics.

PA0305	Monitor stock movement activities.
--------	------------------------------------

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Procedures for recording the receipt of a delivery.
AK0102	Techniques for evaluation whether a delivery should be accepted or rejected.

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0201	Procedure for identifying what stock has been ordered and charged for and identifying what items must not be accepted.
AK0202	Processes and procedures for handling and recording discrepancies/ variances on deliveries.

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0301	Procedure for identifying team members and allocating tasks.
AK0302	Procedure for moving and storing stock according to stock characteristics.
AK0303	Procedure for stock control.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	All valid deliveries and invalid deliveries are identified along with valid reasons why each was or was not accepted as per the documentation provided.
IAC0102	The valid deliveries are recorded according to the requirements of the relevant documentation

IAC CODE	IAC DESCRIPTION
IAC0201	All items not ordered are identified and not accepted as per the given documentation

IAC0202	All discrepancies on delivery notes are identified as per the given documentation.
IAC0203	Supplier delivery documentation and the store discrepancy documentation are completed and signed off by the learner with all relevant information recorded.
IAC0204	Actions suggested to resolve discrepancies/ variances identified are appropriate.

IAC CODE	IAC DESCRIPTION
IAC0301	Team members tasked with the responsibility of moving stock to the relevant destination are identified from the basic organogram.
IAC0302	Tasks are allocated to team members in accordance with their roles and responsibilities.
IAC0303	Appropriate stock moving equipment is identified and functionality verified.
IAC0304	Stock storage areas are identified as per stock characteristics.

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

#### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids
	Desk, table and computer
<b>CONSUMABLES</b>	<p>Training materials, Facilitator Guide, Learner Guide, Handouts, Flip Chart and consumables as specified in the curriculum</p> <p>Simulated company orders</p> <p>Supplier delivery documentation</p> <p>Stationery for recording the receipt of deliveries</p> <p>Lists of stock being delivered</p> <p>Blank discrepancy documentation</p> <p>Learning material covering the receiving of stock.</p>



<b>ASSESSMENT CENTRE</b>	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.

### Human Resource Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Facilitators must have relevant industry and facilitation experience related to the subject.
	Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.  Assessors must have relevant industry experience related to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 15 learners.

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Marker/Assessor must have relevant industry and facilitation experience related to the subject.
	Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.  Markers /Assessors must have relevant industry experience related to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 marker/assessor to a maximum of

	15 learners.
--	--------------

### Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
	A legal business entity. Meet health and safety standards.

ASSESSMENT CENTRE	
	A legal business entity. Meet health and safety standards.

### Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
None	

ASSESSMENT CENTRE	
None	

### 3.1.3 Exemptions

None

**Practical Module (PM) - 03**

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-PM-03	Prevent and control shrinkage and losses in receiving	3	3	Blended

**(a) Purpose of the Practical Skills Module:**

The focus of the learning in this module is on providing the learner an opportunity to practise preventing and controlling shrinkage and losses in receiving. Contact time - the total amount of time during which the learner needs to have access to the provider to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) as well as required to prepare for and complete assessments is 5 days.

**(b) List of Practical Skill Activities:**

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-03-PS01	Identify causes of shrinkage and make suggestions for the prevention and control of shrinkage while stock are being received.

**(c) Scope of each Practical Skill Activity:**

PM-03-PS01: Identify causes of shrinkage and make suggestions for the prevention and control of shrinkage while stock are being received	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given a written case study or video /digital content demonstrating a receiving clerk receiving the orders and checking deliveries with some practices being incorrect, resulting in shrinkage, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Identify all practices that could cause shrinkage.
PA0102	Make suggestions to improve stock control and minimise shrinkage.

**(d) Applied Knowledge that underpins the Practical Skill**

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Techniques for analysing case studies or interpreting video / digital content.
AK0102	Processes for minimising shrinkage when receiving stock.

AK0103	Procedures for receiving deliveries.
AK0104	Processes for improving stock control when receiving stock.

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	All incorrect practices are identified from the case study or video/ digital content.
IAC0102	The proposed suggestions made by the learner are practical and will improve stock control and minimise shrinkage.

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

**Physical Requirements:**

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	Visual Aids and relevant or video/ digital content.
	Desk, table and computer
	Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment).
	Training materials, Facilitator Guide, Learner Guide, Handouts, Flip Chart and consumables as specified in the curriculum
<b>CONSUMABLES</b>	Relevant case studies.  Learning material covering preventing shrinkage while receiving stock.

ASSESSMENT CENTRE	
<b>EQUIPMENT &amp; TOOLS</b>	Desk, table and clock.
<b>CONSUMABLES</b>	Assessment tools and consumables as specified in this curriculum.
	Meet the relevant accreditation requirements set by the assessment Quality Partner regarding record keeping, assessors and moderation.

**Human Resource Requirements:**

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Facilitators must have relevant industry and facilitation experience related to the subject.  Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.  Assessors must have relevant industry experience related to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 facilitator to a maximum of 15 learners.

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Markers/Assessors must have relevant industry experience related to the subject.  Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification or have operated as a Supervisor/Manager with at least one (1) year experience relevant to the subject.
<b>FACILITATOR/LEARNER RATIO</b>	Ratio of 1 marker/assessor to a maximum of 15 learners.

**Legal Requirements:**

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
	A legal business entity.  Meet health and safety standards.

<b>ASSESSMENT CENTRE</b>	
	A legal business entity.  Meet health and safety standards.

**Additional Requirements:**

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE
None

**3.1.3 Exemptions**

None

### 3.3 WORK EXPERIENCE MODULE (WM) SPECIFICATIONS:

*NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc*

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-WM-01	Processes and procedures for receiving stock	3	10	Blended

#### 3.3.1 Detailing Work Experience Module (WM) contents

##### Work Experience Module (WM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-WM-01	Processes and procedures for receiving stock	3	10	Contact

##### (a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to gain exposure to the recording, checking and moving of stock being received so that losses are minimised, and stock records are accurately maintained. The Learner will be required to successfully complete each Work Experience for at least 80 hours under supervision before operating for 20 hours independently.

Contact time - the total amount of time during which the learner needs to have access to workplace to enable him or her sufficient time to obtain the required knowledge and complete activities, assignments and research (if any) is 12 days The two workplace modules may run concurrently.

##### (b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-01-WE01	Receive, check and record deliveries received
WM-01-WE02	Prevent and control shrinkage and losses while receiving stock as a member of a team

##### (c) Scope of each Work Experience Competency:

WM-01-WE01: Receive, check and record deliveries received	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE</b>	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT	WORK EXPERIENCE COMPETENCY ELEMENTS

<b>CODES</b>	
WA0101	Receive, check and record deliveries without discrepancies/variances.
WA0102	Receive, check and record the receipt of deliveries with discrepancies/variances.

WM-01-WE02: Prevent and control shrinkage and losses while receiving stock as a member of a team.

<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE</b>	
The person will be expected to engage in the following work activities:	
<b>WORK EXPERIENCE COMPETENCY ELEMENT CODES</b>	<b>WORK EXPERIENCE COMPETENCY ELEMENTS</b>
WA0201	Facilitate the movement of received stock away from the receiving area to appropriate storage area.
WA0202	Maintain organisational housekeeping standards.
WA0203	Minimise losses when receiving deliveries.

(d) Supporting evidence

<b>WORK EXPERIENCE CODES</b>	<b>SUPPORTING EVIDENCE</b>
SE0101	Photocopies/computer printouts of all documentation completed by the learner for 3 deliveries without discrepancies/variances authenticated by the learner's supervisor.
SE0102	Photocopies/computer printouts of all documentation completed by the learner for two deliveries with discrepancies/variances authenticated by the learner's supervisor

<b>WORK EXPERIENCE CODES</b>	<b>SUPPORTING EVIDENCE</b>
SE0201	Documentary evidence signed off by the learner's supervisor, showing that the learner has facilitated stock movement appropriately and has accommodated specific stock characteristics and stock storage requirements as required.
SE0202	Documentary evidence signed off by the learner's supervisor, confirming that the learner maintained the required standards of



	housekeeping.
SE0203	A checklist designed by the learner detailing all aspects of housekeeping required in the receiving department signed off by the supervisor.
SE0204	Documentary evidence signed off by the learner's supervisor, confirming that the learner has complied with all company security measures when receiving deliveries.

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Organisation protective clothing
2	Organisational standards for housekeeping in the receiving area.
3	Organisational policies and procedures for receiving and checking deliveries
4	Organisational policies and procedures for loss prevention
5	Organisational policies and procedures for stock control systems
6	Organisational policies and procedures for off-loading and sorting stock
7	Organisational policies and procedures for moving stock
8	Organisational policies and procedures for recording discrepancies/variances
9	Organisational policies and procedures for using moving equipment

### 3.3.3 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

**Physical Requirements:**

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	<p>Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation.</p> <p>Operational wholesale, retail store, warehouse and distribution centres with all operational systems in the receiving areas.</p>
<b>CONSUMABLES</b>	All standard equipment and facilities required to enable the learner to execute the work as

	set out in this module must be available.
--	---

ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	Not applicable
CONSUMABLES	Not applicable

#### Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Retail experienced personnel (minimum 3 years) with prior exposure to receiving and dispatching procedures.  Or  1 year experience supervising receiving and dispatching personnel.
FACILITATOR/LEARNER RATIO	Maximum Mentor/Learner ratio of 1: 5

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Not applicable
FACILITATOR/LEARNER RATIO	Not applicable

#### Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
	Registered as a formal business.  Compliant with all relevant legal requirements for a wholesale, retail store, warehouse and distribution centres.

ASSESSMENT CENTRE	
	Registered as a formal business.  Compliant with all relevant legal requirements for a wholesale, retail store, warehouse and distribution centres.

#### Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
-----------------------------------

	None
--	------

ASSESSMENT CENTRE	
	None

### 3.3.4 Exemptions

None

### 3.3.5 Additional Assignments to be Assessed Externally

None

### 3.4 POSSIBLE SEQUENCING AND INTEGRATION

*Listing and order of modules in the sequence in which these modules will follow each other during delivery/implementation. This allows for integration of KM, AM (PM/ WM) as work logically flows.*

ORDER	MODULE TITLE	MODULE CODE	LEVEL	CREDITS
1.	The receiving and dispatch environment	432102-000-01-KM-01	2	10
2.	Principles of warehousing operations and technology	432102-000-01-KM-02	2	15
3.	Fundamentals of stock control	432102-000-01-KM-03	3	10
4.	Minimising loss through housekeeping, safety and shrinkage prevention and control measures.	432102-000-01-KM-04	3	7
5.	Principles of receiving and checking deliveries	432102-000-01-KM-05	3	12
6.	Fundamentals organisational skills for receiving and dispatching environment	432102-000-01-KM-07	3	10
7.	Fundamentals of ethical and professional behaviour in receiving and dispatching environment	432102-000-01-KM-08	2	5
8.	Receive stock	432102-000-01-PM-01	3	12
9.	Prevent and control shrinkage and losses in receiving.	432102-000-01-PM-03	3	3
10.	Processes and procedures for receiving stock	432102-000-01-WM-01	3	10

## SECTION 4. STATEMENT OF WORK EXPERIENCE

QUALIFICATION/PART-QUALIFICATIONS/SKILLS PROGRAMME TYPE	QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME TITLE/DESCRIPTOR	NQF LEVEL	CREDITS
Part Qualification	Receiving Clerk	3	94

CURRICULUM CODE	432102-000-01-01
-----------------	------------------

### LEARNER DETAILS

NAME:	
ID NUMBER:	

### EMPLOYER DETAILS

COMPANY NAME:	
ADDRESS:	
SUPERVISOR NAME:	
WORK TELEPHONE:	
E-MAIL:	

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
432102-000-01-WM-01	Processes and procedures for receiving stock	3	10	Blended

WORK EXPERIENCE MODULE DETAILS			
WM-01-WE01	SCOPE WORK EXPERIENCE	DATE	SIGNATURE
WA0101	Receive, check and record deliveries without discrepancies/variances		
WA0102	Receive, check and record the receipt of deliveries with discrepancies/variances		
	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0101	Photocopies/computer printouts of all documentation completed by the learner for 3 deliveries without discrepancies/variances authenticated by the learner's supervisor		
SE0102	Photocopies/computer printouts of all documentation completed by the learner for two deliveries with discrepancies/variances authenticated by the learner's supervisor		

WORK EXPERIENCE MODULE DETAILS			
WM-01-WE02	SCOPE WORK EXPERIENCE	DATE	SIGNATURE
WA0201	Facilitate the movement of received stock away from the receiving area to appropriate storage area.		
WA0202	Maintain organisational housekeeping standards		

WA0203	Minimise losses when receiving deliveries		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
SE0201	Documentary evidence signed off by the learner's supervisor, showing that the learner has facilitated stock movement appropriately and has accommodated specific stock characteristics and stock storage requirements as required.		
SE0202	Documentary evidence signed off by the learner's supervisor, confirming that the learner maintained the required standards of housekeeping.		
SE0203	A checklist designed by the learner detailing all aspects of housekeeping required in the receiving department signed off by the supervisor		
SE0204	Documentary evidence signed off by the learner's supervisor, confirming that the learner has complied with all company security measures when receiving deliveries.		

NUMBER	CONTEXTUALISED WORKPLACE KNOWLEDGE	DATE	SIGNATURE
1	Organisation protective clothing		
2	Organisational standards for housekeeping in the receiving area		
3	Organisational policies and procedures for receiving and checking deliveries		
4	Organisational policies and procedures for loss prevention and control		
5	Organisational policies and procedures for stock control systems		
6	Organisational policies and procedures for off-		

	loading and sorting stock		
7	Organisational policies and procedures for moving stock		
8	Organisational policies and procedures for recording discrepancies/variances		
9	Organisational policies and procedures for using moving equipment		
<b>NUMBER</b>	<b>ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY</b>	<b>DATE</b>	<b>SIGNATURE</b>
1.	None		