**ALIGNMENT**

**QUAL ID 332301000 OC Retail buyer**

**KNOWLEDGE MODULES**

**KM-01 Supplier relationships and merchandise performance**

| **KM#** | **IAC #**  **Internal Assessment criteria description** | **Learner guide Module #** | **Section # in Learner guide** | **Formative activity #** | **Internal assessment test question no.** | **Notional hours in training** |
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| **KM-01-KT01: The role of buying and planning (35%)** | IAC0101 Discuss the role players and their role in the buying cycle and how each impacts on the buying cycle | KM01 | 1.6 | 15  19 | Test 1 Q1, Q2, Q3 | 4 |
| IAC0102 Explain how the buying and planning functions will impact on the finances and Brand of the business, and turnover, shrinkage and profitability | KM01 | 1.7 | 3  4  19 | Test 1 Q4, 5, 6 | 4 |
| IAC0103 Discuss the inter-relationship between the buying and planning functions and other areas of the business | KM01 | 1.8 | 6 | Test 1 Q7 | 2 |
| IAC0104 Discuss the ethical standards required of people in the buying and planning function | KM01 | 1.9 | 7  8 | Test 1 Q8 | 4.5 |
| IAC0105 Identify criteria and behaviour conducive to working in a team and describe the impact it has on team dynamics | KM01 | 1.10 |  | 9 | 2.5 |
| **KM-01-KT02: Supply chains applicable to the industry (25%)** | IAC0201 Describe the various supply chains used in the industry | KM01 | 2.5 | 10 | Test 1 Q10 | 2 |
| IAC0202 Explain the concept of logistics and describe the various methods for distributing merchandise to stores | KM01 | 2.7 |  | Test 1 Q11 | 2 |
| IAC0203 Differentiate between the different distribution methods and explain their impact on buying and planning | KM01 | 2.7 | 12  14  19 | Test KM-01 Q12 | 2 |
| IAC0204 Discuss the inter-relationship of the role players involved in the flow of merchandise to stores | KM01 | 2.8 | 13 | Test KM-01 Q13, 14 | 5 |
| **KM-01-KT03: Concepts and principles of managing the supply chain (15%)** | IAC0301 Describe the responsibilities of the buyer and planner in managing the supply chain | KM01 | 3.7  3.8 | 15  16 | Test KM-01 Q15 | 8 |
| IAC0302 Discuss critical management stages in the management of the supply chain | KM01 | 3.9 | 17  19 | Test KM-01 Q16 | 3 |
| IAC0303 Describe generally accepted actions to remedy shortfalls in the supply chain | KM01 | 3.10 | 18  19 | Test KM-01 Q17 | 3.5 |
| IAC0304 Discuss Typical contingency plans used in managing the supply chain | KM01 | 3.11  3.12 |  | Test KM-01 Q18 | 4.5 |
| **KM-01-KT04: Concepts and principles of evaluating supplier performance (10%)** | IAC0401 List typical methods used to gather information on supplier performance along with the advantages and disadvantages of each | KM01 | 4.3.4 |  | Test KM-01 Q19 | 3 |
| IAC0402 Identify the generally accepted operational standards required of suppliers in terms of service delivery, merchandise quality, order fulfilment, and lead times | KM01 | 4.3 | 20 | Test KM-01 Q20 | 3 |
| IAC0403 Explain how a business’ target market could impact on operating standards required of suppliers | KM01 | 4.4 | 21 | Test KM-01 Q21 | 2 |
| IAC0404 List typical corrective measure for suppliers not meeting required standards along with the advantages and disadvantages of each | KM01 | 4.5 | 22 | Test KM-01 Q22 | 4.5 |
| **KM-01-KT05: Concepts and principles of managing the performance of merchandise (15%)** | IAC0501 Identify financial reports used to measure merchandise performance and how each is used | KM01 | 5.2 |  | Test KM-01 Q23 | 0.5 |
| IAC0502 Identify ratios used to measure merchandise performance and explain how each is used | KM01 | 5.3 | 24 | Test KM-01 Q24 | 3 |
| IAC0503 Describe typical measures used to evaluate buying and planning activities | KM01 | 5.4  5.5 |  | Test KM-01 Q25 | 2 |
| IAC0504 Describe possible activities for clearing merchandise not selling and the impact each will have on the business | KM01 | 5.6 |  | Test KM-01 Q26 | 1 |
| IAC0505 Describe possible activities for solving shortfalls in merchandise levels and the impact each will have on the business | KM01 | 5.7 |  | Test KM-01 Q27 | 1 |
| IAC0506 Describe possible activities for improving merchandise performance | KM01 | 5.8 | 24 | Test KM-01 Q28 | 1 |

**KM02 Local and overseas suppliers**

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| **KM#** | IAC #  Internal Assessment criteria description | **Learner guide Module #** | **Section # in Learner guide** | **Formative activity #** | **Internal assessment test question no.** | **Notional hours in training** |
| **KM-02-KT01: Local and overseas suppliers (15%)** | IAC0101 Describe the impact of importing goods on the SA economy | KM02 | 1.3 | 26 | Test KM-02 Q1 | 2 |
| IAC0102 Describe typical methods for identifying applicable duties and legislation | KM02 | 1.6 | 27 | Test KM-02 Q2 | 2.5 |
| IAC0103 Discuss the impact of import costs on the sale price of goods | KM02 | 1.7 | 28 | Test KM-02 Q3 | 1 |
| IAC0104 Describe generally accepted import processes and procedures and the specific support functions required of an import buyer | KM02 | 1.5 |  | Test KM-02 Q4 | 0.5 |
| **KM-02-KT02: Generally accepted criteria for evaluating suppliers' ability to meet business requirements (10%)** | IAC0201 Discuss techniques available to identify suppliers of products | KM02 | 2.1 | 29 | Test KM-02 Q5 | 5 |
| IAC0202 Discuss businesses typical requirements when choosing preferred suppliers | KM02 | 2.2  2.5  2.6 |  | Test KM-02 Q6 | 2 |
| IAC0203 Discuss how logistics will impact on a business’ choice of a suppliers | KM02 | 2.4 | 31 | Test KM-02 Q7 | 2.5 |
| IAC0204 Discuss the advantages and disadvantages of broad and narrow supply bases | KM02 | 2.8 |  | Test KM-02 Q8 | 0.5 |
| **KM-02-KT03: Typical strategies for identifying products required (25%)** | IAC0301 Discuss the various factors that impact on range and product selection including target market, store size, buying preference, strategy, branding | KM02 | 3.1  3.2 | 33 | Test KM-02 Q9 | 4.5 |
| IAC0302 Describe and discuss methodologies used in the industry for developing ranges | KM02 | 3.3 | 34 | Test KM-02 Q10 | 3 |
| IAC0303 Discuss how trends, fashions, fads and world events impact on product selection | KM02 | 3.4 | 35 | Test KM-02 Q11 | 2.5 |
| **KM-02-KT04: Concept and principles for conducting research and analysing product and supplier availability (25%)** | IAC0401 Describe generally accepted methods for conducting research on product availability | KM02 | 4.2  4.3 | 36 | Test KM-02 Q12 | 2 |
| IAC0402 Discuss generally accepted methods for analysing research data on product availability | KM02 | 4.4 | 37 | Test KM-02 Q13 | 3 |
| IAC0403 Describe methods for identifying product sources | KM02 | 4.4 |  | Test KM-02 Q14 | 3 |
| IAC0404 Describe methodologies used in the industry for analysing competitor ranges | KM02 | 4.5 | 38 | Test KM-02 Q15 | 2.5 |
| IAC0405 Describe methods used in the industry for completing a SWOT analyses | KM02 | 4.6 | 39 | Test KM-02 Q16 | 3.5 |
| **KM-02-KT05: Concepts and principles for identifying target market (25%)** | IAC0501 Discuss how target markets are categorised in the wholesale and retail industry | KM02 | 5.3 | 40 | Test KM-02 Q17 | 2 |
| IAC0502 Describe the LSM method for categorising target markets in South Africa and explain how it can be used when setting ranges for a business | KM02 | 5.4 | 41 | Test KM-02 Q18 | 3 |
| IAC0503 Discuss how factors such as ethical sourcing, green products and sourcing, price, and brand influence customer shopping habits | KM02 | 5.7 | 43 | Test KM-02 Q19 | 3.5 |
| IAC0504 Describe the buying habits of shoppers falling into the LSM 1, LSM 5 and LSM 10 bands | KM02 | 5.5  5.6 | 42 |  | 3 |

**KM-03 Buy merchandise**

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| **KM#** | **IAC #**  **Internal Assessment criteria description** | **Learner guide Module #** | **Section # in Learner guide** | **Formative activity #** | **Internal assessment test question no.** | **Notional hours in training** |
| **KM-03-KT01: The negotiation process (60%)** | IAC0101 Discuss the negotiation process | KM-03 | 1.1 | 44 | Test KM-03 Q1 | 4 |
| IAC0102 Discuss the different negotiating strategies used in the industry | KM-03 | 1.3 | 46 | Test KM-03 Q2 | 3 |
| IAC0103 Discuss conflict that arises in negotiations and methods used to manage this conflict | KM-03 | 1.5 | 47 | Test KM-03 Q3 | 5 |
| IAC0104 Discuss the different relationships business has with suppliers and their impact on the negotiation process | KM-03 | 1.2 | 45 | Test KM-03 Q4 | 3.5 |
| IAC0105 Explain how a buyer should prepare for a negotiation with a supplier | KM-03 | 1.1 | 44 | Test KM-03 Q5 | 4 |
| IAC0106 Describe the various terms a buyer could negotiate including payment terms, settlement discounts, advertising allowances, growth incentives, penalties, rebates, swell allowances and the impact they will have on the negotiation process | KM-03 | 1.6  1.1.2 | 48 | Test KM-03 Q6 | 7.5 |
| IAC0107 Describe typical methods for recording minutes of a negotiation | KM-03 | 1.1.3 |  | Test KM-03 Q7 | 3 |
| IAC0108 Describe what needs to be included in a buying contract drawn up by a wholesale or retail business for a supplier of merchandise | KM-03 | 1.6 | 48 | Test KM-03 Q8 | 7.5 |
| **KM-03-KT02: Concept and principles of setting a selling price (15%)** | IAC0201 Discuss generally accepted pricing strategies used in the industry | KM-03 | 2.3  2.4 | 49 | Test KM-03 Q9 | 3.5 |
| IAC0202 Explain the difference between margin and mark up using examples | KM-03 | 2.5 | 50 | Test KM-03 Q10 | 2 |
| IAC0203 Discuss the makeup of GP and the buying factors that impact on profit | KM-03 | 2.6 |  | Test KM-03 Q11 | 0.5 |
| IAC0204 Discuss the concept of “loss leaders” as used in the industry and the impact they have on a business | KM-03 | 2.7 |  | Test KM-03 Q12 | 0.5 |
| IAC0205 Discuss various factors in the economy that could impact on the setting of the selling price of a product | KM-03 | 2.8 | 51 | Test KM-03 Q13 | 3 |
| **KM-03-KT03: Concept and principles of calculating order quantities (25%)** | IAC0301 Discuss the different factors impacting on order quantities including quantity of stores, expected sales, over / under sell, past sales, promotions, trends, budget | KM-03 | 3.1 |  | Test KM-03 Q14 | 2 |
| IAC0302 Describe generally accepted methods used to calculate order quantities | KM-03 | 3.2 | 53 | Test KM-03 Q15 | 4 |
| IAC0303 Discuss typical methods used to record orders placed | KM-03 | 3.4 | 54 | Test KM-03 Q16 | 2 |

**KM-04 Allocation and replenishment**

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| **KM#** | **IAC #**  **Internal Assessment criteria description** | **Learner guide Module #** | **Section # in Learner guide** | **Formative activity #** | **Internal assessment test question no.** | **Notional hours in training** |
| **KM-04-KT01: Concepts, principles and generally accepted methods of allocation and replenishment (50%)** | IAC0101 Discuss the various factors impacting on range and quantities allocated to stores | KM-04 | 1.1 | 55 | Test KM-04 Q1 | 3.5 |
| IAC0102 Explain the difference between allocation and replenishment | KM-04 | 1.5 | 56 | Test KM-04 Q2 | 2 |
| IAC0103 Discuss various methodologies used in the industry for allocating ranges to stores | KM-04 | 1.9 | 57 | Test KM-04 Q3 | 3.5 |
| IAC0104 Discuss the advantages and disadvantages of store and Head Office replenishment | KM-04 | 1.10 | 58 | Test KM-04 Q4 | 2.5 |
| **KM-04-KT02: Factors impacting on the allocation of stock to stores (35%)** | IAC0201 Describe the factors impacting on the allocation of stock to stores out of SA | KM-04 | 2.1 | 59 | Test KM-04 Q | 2 |
| IAC0202 Discuss the impact of data integrity on the allocation of stock to stores | KM-04 | 2.2 |  | Test KM-04 Q6 | 0.5 |
| IAC0203 Discuss typical methods used for calculating quantities of promotional stock to stores | KM-04 | 2.3 | 60 | Test KM-04 Q7 | 2 |
| IAC0204 Discuss typical methods used for allocating new merchandise and its quantities to stores | KM-04 | 2.4 | 61 | Test KM-04 Q8 | 2 |
| IAC0205 Discuss the impact of seasonal activity on the allocation of stock to stores | KM-04 | 2.5 |  | Test KM-04 Q9 | 2 |
| **KM-04-KT03: Typical methods for recording allocations (15%)** | IAC0301 Describe typical methods used to record allocations in a computerised environment | KM-04 | 3.2 | 62 | Test KM-04 Q10 | 1.5 |
| IAC0302 Describe typical methods used to record allocations in a non-computerised environment | KM-04 | 3.3 | 63 | Test KM-04 Q11 | 2 |
| IAC0303 Discuss how wholesalers and retailers measure the success of allocations | KM-04 | 3.4 |  | Test KM-04 Q12 | 1 |

**PRACTICAL MODULES**

|  | | | **Applied knowledge** | | | |
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| **PM#** | **PM description** | **IAC #**  **Internal Assessment criteria description** | **AK # and description** | **Learner guide Module #** | **Section # in Learner guide** | **Practical activity or Case study # in practical training workbook** |
| **PM-01-PS01: Evaluate and improve supplier performance** | PA0101 Determine shortfalls in the suppliers’ performance  PA0102 Propose actions to improve the suppliers’ performance | IAC0101 Shortfalls in the suppliers’ performance are determined according to the given scenario  IAC0102 The actions proposed are practical and would have the desired effect of improving the suppliers’ performance | AK0101 Techniques for evaluating case studies  AK0102 Techniques for determining shortfalls in performance  AK0103 Possible actions to correct shortfalls in supplier performance | KM-01 | 4.3 | 5.1.1.2  Plus  Formative 14  Formative 19  Formative 23 |
| **PM-01-PS02: Evaluate and improve merchandise performance** | PA0201 Rank the 6 products in order of performance  PA0202 Determine whether each are performing to, above or below required standards  PA0203 Propose ideas to improve performance or clear dead merchandise as applicable | IAC0201 The products are ranked in order of performance  IAC0202 All products are identified as to whether they are performing to, above or below required standards  IAC0203 Proposals for improving merchandise performance are practical and will result in improved performance  IAC0204 Proposals for clearing dead stock are within policies of the organisation and would result in stock being cleared | AK0201 Methods for calculating merchandise performance  AK0202 Methods to improve performance of merchandise  AK0203 Techniques for clearing dead stock | KM-01 | 4.5  5.3  5.6.1 | 5.1.2.2  Plus  Formative 24 |
| **PM-01-PS03: Work constructively in teams by applying good teamwork** | PA0301 Identify interaction that promotes good teamwork  PA0302 Identify interaction that is disruptive to the team  PA0303 Propose how interaction should have taken place so as not to be disruptive to the team | IAC0301 Interactions promoting good teamwork is identified in terms of the given scenario  IAC0302 The disruptive behaviour is identified in terms of the given scenario  IAC0303 Interaction proposed would promote good teamwork | AK0301 Techniques for analysing case studies  AK0302 Good and disruptive team interaction | KM-01 | 1.10 | 5.1.3.2  Plus  Formative 9 |
| **PM-02-PS01: Identify critical check points in the flow of stock through the supply chain** | PA0101 Analyse the supply chain and determine the critical points where disruption could occur  PA0102 Propose ways a buyer/planner could manage these critical points | IAC0101 All critical points are determined that could disrupt the supply chain  IAC0102 The proposed methods for managing these critical control points are practical | AK0101 The critical control points in the supply chain  AK0102 Methods for managing the critical control points | KM-02 | 3.9 | 5.2.1.2 |
| **PM-02-PS02: Manage stock through the supply chain** | PA0201 Determine where the disruption occurred  PA0202 Propose ways to manage these disruptions | IAC0201 All points of disruption in the supply chain are identified according to the given scenario  IAC0202 Proposals to manage the flow of stock are practical and will ensure a disruption free flow | PA0201 Determine where the disruption occurred  PA0202 Propose ways to manage these disruptions | KM-02 | 3.10  3.11 | 5.2.2.2 |
| **PM-03-PS01: Source products from South African suppliers** | PA0101 Source 5 suppliers in SA able to provide the merchandise  PA0102 Propose 2 suppliers that are best able to supply the product and justify why those two were chosen | IAC0101 The 5 suppliers chosen are able to supply the required product  IAC0102 The two suppliers chosen, and the explanation given identifies the best two suppliers to supply the merchandise according to the requirements of the organisation | AK0101 Techniques for sourcing suppliers on the internet or through trade journals  AK0102 Techniques for evaluating the suppliers’ ability to supply the required merchandise | KM-02 | 2.1 to 2.6 | 5.3.1.2 |
| **PM-03-PS02: Source products from international suppliers** | PA0201 Source 5 suppliers internationally able to provide the merchandise  PA0202 Determine the duties, tariffs and legislation applicable to the import of that merchandise  PA0203 Propose two suppliers that are most able to supply the product | IAC0201 The 5 suppliers chosen are able to supply the required product  IAC0202 All applicable duties, tariffs and legislation are determined according to the products given  IAC0203 The two suppliers chosen, and the explanation given identifies the best two suppliers to supply the merchandise according to the requirements of the organisation | AK0201 Techniques for identifying international suppliers on the internet or through trade journals  AK0202 Techniques for identifying duties, tariffs and import legislation  AK0203 Techniques for evaluating the suppliers’ ability to supply the required merchandise | KM-02 | 1.4  1.6  2.1 to 2.6 | 5.3.2.2  Plus  Formative 27 |
| **PM-03-PS03: Identify preferred supplier** | PA0301 Choose the supplier that best meets the needs of the organisation  PA0302 Identify the reasons for choosing that supplier | IAC0301 The supplier chosen is the best in terms of meeting the needs of the organisation  IAC0302 The reasons for choosing the supplier are correct in terms of the capabilities and background of the supplier | AK0301 Techniques for matching supplier capabilities and background to the organisation’s requirements  AK0302 Techniques for identifying suppliers capabilities and background | KM-02 | 2.1  2.3 | 5.3.3.2  Plus  Formative 29  Formative 30  Formative 32 |
| **PM-04-PS01: Prepare for a negotiation** | PA0101 Prepare an agenda for the negotiation  PA0102 Prepare ideal position as well as and fall back positions | IAC0101 The agenda prepared covers all points to be negotiated as per the given case study  IAC0102 Ideal and fall back positions determined are practical and meet the needs of the organisation | AK0101 Techniques for preparing agendas for a buying negotiation  AK0102 Techniques for identifying ideal and fall back positions | KM-03 | 1.1 | 5.4.1.2  Plus  Formative 30  Formative 45 |
| **PM-04-PS02: Negotiate ethically** | PA0201 Determine strengths and weaknesses of the buyer in the negotiation process  PA0202 Identify any unethical behaviour in the negotiation  PA0203 Analyse the impact of the unethical behaviour on the organisation | IAC0201 The strengths and weaknesses of the buyer in the negotiation process are determined in terms of effective and ineffective negotiation  IAC0202 Unethical behaviour is identified in terms of the given scenario  IAC0203 The impact of the unethical behaviour is analysed in terms of its effect on stock levels and the cash flow of the organisation | AK0201 Ethical and unethical behaviour in the negotiation process AK0202 Techniques for critiquing case studies  AK0203 Effective and ineffective negotiation techniques | KM-03 | 1.4 | 5.4.2.2 |
| **PM-05-PS01: Calculate quantities to buy** | PA0101 Calculate total quantity to purchase  PA0102 Identify the quantities to be delivered each month to cover expected sales over the three months | IAC0101 The total quantity ordered covers expected sales without overstocking the organisation  IAC0102 The calculation of the three split deliveries cover expected sales for each period | AK0101 Techniques for calculating quantities to purchase  AK0102 Techniques for scheduling delivery quantities according to expected sales | KM-03 | 3.3 | 5.5.1.2 |
| **PM-05-PS02: Calculate selling prices** | PA0201 Set a selling price giving the required margin  PA0202 Set a selling price giving the correct mark up percentage  PA0203 Propose a selling price in line with | IAC0201 The calculation of the selling price is correct based on the required margin  IAC0202 The calculation of the selling price is correct based on the required mark up  IAC0203 The calculation of margin and mark up is correct based on the proposed selling price | AK0201 Techniques for calculating selling price given a required margin  AK0202 Techniques for calculating selling price given a required mark up  AK0203 Techniques for calculating margins and mark up percentages | KM-03 | 2.4  2.5  2.6 | 5.5.2.2 |
| **PM-05-PS03: Analyse competitor strategies** | PA0301 Analyse the marketing and promotional strategies of competitors  PA0302 Decide whether the organisation should purchase the product | IAC0301 The report detailing the competitor marketing and promotional strategies are based on the strategies at the time of the analyses  IAC0302 The decision on whether to stock the product or not is based on the ability of the organisation to be competitive while still making an acceptable return | AK0301 Techniques for analysing marketing and promotional strategies  AK0302 Decision making techniques  AK0303 Techniques for calculating selling prices | KM-03 | 2.4  2.5  2.6 | 5.5.3.2 |
| **PM-06-PS01: Allocate new merchandise and quantities to stores** | PA0101 Allocate merchandise to stores  PA0102 Analyse requirements and calculate quantities to allocate | IAC0101 The allocation of the merchandise is according to the target market of the different stores  IAC0102 The quantities of stock allocated cover expected sales without overstocking the business | AK0101 Techniques for matching different merchandise to different target markets  AK0102 Techniques for calculating quantities to allocate | KM-04 | 1.4  2.9 | 5.6.1.2 |
| **PM-06-PS02: Replenish sales** | PA0201 Determine items to be replenished  PA0202 Analyse requirements and calculate quantities to replenish | IAC0201 All products needing to be replenished are identified in terms stock on hand and sales  IAC0202 The quantity calculated covers expected sales and the required safety stock of the organisation | AK0201 Techniques for analysing which products need to be replenished  AK0202 Techniques for calculating quantities of stock to cover expected sales | KM-04 | 1.5  1.9 | 5.6.2.2 |