 

**RETAIL BUYER**

**Aligned with Qualification 103145 OC Retail Buyer**

**WORK EXPERIENCE LOG**

**Retail buyer**

**Curriculum 332301000**

**Work experience**

332301000-WM-01, Processes and procedures for the management of supplier and stock performance, NQF Level 5, Credits 8

332301000-WM-02, Processes and procedures for sourcing products and setting ranges,   
NQF Level 5, Credits 12

332301000-WM-03, Processes and procedures for identifying preferred suppliers, NQF Level 5, Credits 8

332301000-WM-04, Processes and procedures for negotiating, buying and recording products purchased, NQF Level 5, Credits 25

332301000-WM-05, Processes and procedures for allocating stock to stores, NQF Level 5, Credits 12

|  |  |
| --- | --- |
| Company |  |
| Learner name & surname |  |
| Learner ID number |  |
| Learner signature |  |
| Line manager name & surname |  |

|  |
| --- |
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# 1 Occupational profile

## 1.1 Occupational purpose

The purpose of this qualification is to prepare a learner to operate as a Retail Buyer by managing and buying stock in the retail environment.

A Retail Buyer sources, buys and allocates stock for wholesale and retail outlets.

A qualified learner will be able to:

* Manage supplier relationships and the performance of stock.
* Source products through the identification and selection of suppliers.
* Buy products.
* Allocate stock to stores.

## 1.2 Occupational task details

1. Manage supplier relationships and the performance of stock. (NQF Level 5)

*Unique Product or Service:* Manages supplier relationships and stock performance.

*Occupational Responsibilities:*

* Manage supplier and stock performance.
* Manage stock through the supply chain.

*Occupational Contexts:*

* Processes and procedures for the management of supplier and stock performance.

2. Source products through the identification and selection of suppliers. (NQF Level 5)

*Unique Product or Service:* Products and suppliers that meet set requirements.

*Occupational Responsibilities:*

* Source products and identify preferred suppliers.

*Occupational Contexts:*

* Processes and procedures for sourcing products and setting ranges.
* Processes and procedures for identifying preferred suppliers.

3. Buy products (NQF Level 5)

*Unique Product or Service:*

*Occupational Responsibilities:*

* Products purchased to meet organisation's target market
* Buy products.

*Occupational Contexts:*

* Processes and procedures for negotiating, buying and recording products purchased.

4. Allocate stock to stores (NQF Level 5)

*Unique Product or Service:* Stock allocated to stores.

*Occupational Responsibilities:*

* Plan and allocate stock to stores.

*Occupational Contexts:*

* Processes and procedures for allocating stock to stores.

# 2 List of workplace skill specifications

* 332301000-WM-01, Processes and procedures for the management of supplier and stock performance (8 credits)
* 332301000-WM-02, Processes and procedures for sourcing products and setting ranges (12 credits)
* 332301000-WM-03, Processes and procedures for identifying preferred suppliers (8 credits)
* 332301000-WM-04, Processes and procedures for negotiating, buying and recording products purchased (25 credits)
* 332301000-WM-05, Processes and procedures for allocating stock to stores (12 credits)

**NOTIONAL HOURS REQUIRED**

One credit equals 10 hours of workplace experience. The line manager should sign off the workplace experience.

# 3 Physical requirements for workplace experience

* Operational buying and planning department with documented procedures for buying.
* More than one trading outlet with different target markets

# 

# 4 Workplace experience

## 4.1 WM-01 Processes and procedures for the management of supplier and stock performance

NQF level 5, Credits 8

### 4.1.1 Purpose of the workplace modules

The focus of the work experience is on providing the learner an opportunity to:

* Gain exposure to working in a team to manage stock through the supply chain, and
* Evaluate merchandise and supplier performance.

The Learner will be required to successfully complete each Work Experience module for at least three (3) months under supervision before operating for three (3) months independently.

Learning 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 10 days.

The Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-01-WE01: Manage stock through the supply chain
* WM-01-WE02: Evaluate supplier performance
* WM-01-WE03: Manage the performance of a range of merchandise

### 4.1.2 Contextualised workplace knowledge

|  | **Contextualised workplace knowledge** | **Date** | **Signature learner** | **Signature manager** |
| --- | --- | --- | --- | --- |
| 1 | Organisation policy and procedures for working in teams |  |  |  |
| 2 | The supply chain as it applies to the organisation |  |  |  |
| 3 | Organisational policies and procedures for managing the supply of stock through the supply chain |  |  |  |
| 4 | The various role players in the supply chain and those that the buyer/planner will work with |  |  |  |
| 5 | Organisational policies and procedures for evaluating supplier performance |  |  |  |
| 6 | Organisational policies and procedures for managing supplier relations |  |  |  |
| 7 | Organisational policies and procedures for evaluating the performance of merchandise |  |  |  |
| 8 | Organisational policies and procedures for improving the performance of merchandise |  |  |  |
| 9 | Organisational policies and procedures for handling merchandise not selling |  |  |  |
| 10 | Organisation’s policy in terms of actions to take in the event of suppliers not meeting organisation’s requirements |  |  |  |
| 11 | Critical management points in the organisation’s supply chain |  |  |  |
| 12 | Organisation’s policy and procedures for developing contingency plans in the event of suppliers or DC not meeting requirements in terms of stock delivery |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 13 | Organisation’s policy and procedures in terms of actions to take in the event of suppliers or DC not meeting requirements in terms of stock delivery |  |  |  |

|  |
| --- |
| **Additional Assignments to be Assessed**  **Externally** |
| **NONE** |

### 4.1.3 Criteria for workplace approval

*Physical Requirements:*

* 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.
* Operational buying and planning department with documented procedures for buying.

*Human Resource Requirements:*

* Manager with at least 2 years experience of buying/planning

*Legal Requirements:*

* Registered as a formal business
* Compliant with all relevant legal requirements for a wholesale or retail business

### Statement of work experience

#### 4.1.4.1 WM01-WE01: Manage stock through the supply chain

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0101 Work as part of a team to manage the flow of stock through the supply chain |  |  |  |
| WA0102 Manage the flow of stock through the supply chain |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0101 A report by the learner identifying all the role players in the organisation that are part of the team involved in managing the supply chain along with the role of each signed by the learner’s manager |  |  |  |
| SE0102 Feedback from 3 members of the team explaining the manner in which the learner interacts with the team |  |  |  |
| SE0103 A report from the learner detailing his/her involvement in managing the flow of stock through the supply chain listing product, supplier and dates of follow up signed by the learner’s manager |  |  |  |

#### 4.1.4.2 WM-01-WE02: Evaluate supplier performance

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0201 Evaluate the performance of suppliers |  |  |  |
| WA0202 Propose corrective action for non-performing suppliers |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0201 A detailed report by the learner showing evidence of all aspects of the performance of 3 suppliers he/she evaluated along with conclusions as to the suppliers’ overall performance |  |  |  |
| SE0202 A report by the learner’s manager evaluating the learner’s evaluation of the 3 suppliers’ performance indicating how accurate the learner’s evaluation is |  |  |  |
| SE0203 A report from the learner proposing action to be taken where the above 3 suppliers’ performance does not meet the standards required of the organisation |  |  |  |

#### 4.1.4.3 WM-01-WE03: Manage the performance of a range of merchandise

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0301 Evaluate the performance of a range of merchandise |  |  |  |
| WA0302 Implement actions to improve the performance of merchandise |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0301 Evidence used by the learner of having evaluated the performance of a sub-department/category of merchandise plus a minimum of 12 items along with the data used for the evaluation |  |  |  |
| SE0302 A report by the learner detailing the performance of the 12 items and ranking them in order of performance signed off by the learner’s manager |  |  |  |
| SE0303 A report by the learner detailing the actions taken to improve the performance of the 12 items signed off by the learner’s manager |  |  |  |

## 4.2 332301000-WM-02: Processes and procedures for sourcing products and setting ranges

12 credits

### 4.2.1 Purpose of the work experience modules

The focus of the work experience is on providing the learner an opportunity to gain exposure to sourcing products for a business and its target market and setting ranges for stores. The Learner will be required to successfully complete each Work Experience module for at least three (3) months under supervision before operating for three (3) months independently

Learning 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 15 days. The Work Experience modules can be completed at the same time

The learner will be required to:

* WM-02-WE01: Set ranges
* WM-02-WE02: Source products

### 4.2.2 Contextualised workplace knowledge

|  | **Contextualised workplace knowledge** | **Date** | **Signature learner** | **Signature manager** |
| --- | --- | --- | --- | --- |
| 1 | Organisation processes and procedures for identifying products required by the business |  |  |  |
| 2 | Research techniques used by the organisation to identify product availability |  |  |  |
| 3 | Organisation’s target market. |  |  |  |
| 4 | Knowledge of products to be purchased |  |  |  |
| 5 | Organisation’s policies and procedures for completing range reviews |  |  |  |

### 4.2.3 Criteria for workplace approval

*Physical Requirements:*

* 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.
* Operational buying and planning department with documented procedures for buying.
* More than one trading outlet with different target markets

*Human Resource Requirements:*

* Manager with at least 2 years experience of buying/planning

*Legal Requirements:*

* Registered as a formal business
* Compliant with all relevant legal requirements for a wholesale or retail business

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### 4.2.4 Statement of work experience

#### 4.2.4.1 WM-02-WE01: Set ranges

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0101 Identify the target market for 3 different stores |  |  |  |
| WA0102 Identify merchandise ranges for each of the 3 stores |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| --- | --- | --- | --- |
| SE0101 A description of the target markets of the 3 stores along with typical merchandise requirements of the customers of each written by the learner and signed off by the learner’s manager |  |  |  |
| SE0102 A report by the learner comparing the ranges available in each of the 3 stores with the ranges the learner proposes is required by each of the 3 stores signed by the learner’s manager |  |  |  |

#### 4.2.4.2 WM-02-WE02: Source products

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0201 Identifying a minimum of 2 local suppliers of 2 different products that would appeal to the organisation’s target market |  |  |  |
| WA0202 Identifying a minimum of 2 international suppliers of 2 different products that would appeal to the organisation’s target market |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0201 A list of the 2 local suppliers and 2 international suppliers along with a report from the learner detailing how he/she went about identifying them signed off by the learner’s manager |  |  |  |

## 4.3 332301000-WM-03: Processes and procedures for identifying preferred suppliers

8 credits

### 4.3.1 Purpose of the workplace modules

The focus of the work experience is on providing the learner an opportunity to gain exposure to Identifying and evaluating supplier’s ability to meet the requirements of the business and to choose a preferred supplier.

The Learner will be required to successfully complete each Work Experience module for at least three (3) months under supervision before operating for three (3) months independently.

Learning 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 12.5 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-03-WE01: Identify the organisation’s requirements for preferred suppliers
* WM-03-WE02: Choose preferred suppliers

### 4.3.2 Contextualised workplace knowledge

|  | **Contextualised workplace knowledge** | **Date** | **Signature learner** | **Signature manager** |
| --- | --- | --- | --- | --- |
| 1 | Organisation’s requirements of suppliers in terms of their ability to meet the requirements of the organisation |  |  |  |
| 2 | Organisation’s policy and procedures for evaluating suppliers |  |  |  |
| 3 | Organisation’s policy and procedures for identifying potential suppliers |  |  |  |
| 4 | Organisation’s policy in terms of choosing local and international suppliers |  |  |  |
|  | Organisation’s policy and procedures choosing preferred suppliers |  |  |  |

### 4.3.3 Criteria for workplace approval

*Physical Requirements:*

* 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.
* Operational buying and planning department with documented procedures for buying.

*Human Resource Requirements:*

* Manager with at least 2 years’ experience of buying/planning

*Legal Requirements:*

* Registered as a formal business
* Compliant with all relevant legal requirements for a wholesale or retail business

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### 4.3.4 Statement of work experience

#### 4.3.4.1 WM-03-WE01: Identify the organisation’s requirements for preferred suppliers

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0101 Identify the requirements of suppliers in terms of the supply chain |  |  |  |
| WA0102 Identify any other requirements of the organisation in terms of their requirements of suppliers |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| --- | --- | --- | --- |
| SE0101 A report from the learner detailing the organisation’s requirements of preferred suppliers in terms of their ability to meet the requirements of the organisation’s supply chain for a minimum of two different departments/categories signed off by the learner’s manager |  |  |  |
| SE0102 A report from the learner detailing all other requirements of the organisation in terms of choosing suppliers of the organisation signed off by the learner’s manager |  |  |  |

#### 4.3.4.2 WM-03-WE02: Choose preferred suppliers

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0201 Proposed preferred suppliers |  |  |  |
| WA0202 Motive choice of preferred supplier |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0201 Choose a preferred supplier based on the list of suppliers chosen previously and motivate the choice based on the requirements of the organisation in terms of its requirements of suppliers |  |  |  |

## 4.4 332301000-WM-04: Processes and procedures for negotiating, buying and recording products purchased

25 credits

### 4.4.1 Purpose of the workplace modules

The focus of the work experience is on providing the learner an opportunity to gain exposure in negotiating with suppliers, buying products and recording the purchase of products The Learner will be required to successfully complete each Work Experience module for at least three (3) months under supervision before operating for three (3) months independently

Learning 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 12.5 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-04-WE01: Negotiate with suppliers
* WM-04-WE02: Order merchandise
* WM-04-WE03: Set selling price

### 4.4.2 Contextualised workplace knowledge

|  | **Contextualised workplace knowledge** | **Date** | **Signature learner** | **Signature manager** |
| --- | --- | --- | --- | --- |
| 1 | Organisation’s negotiating strategy. |  |  |  |
| 2 | Organisation’s policy and procedures for preparing for a negotiation |  |  |  |
| 3 | Organisation’s policy in terms of points that must be negotiated |  |  |  |
| 4 | Organisation’s policy and procedures for taking minutes of a negotiation |  |  |  |
| 5 | Organisation’s policy and procedures for calculating the selling price of products |  |  |  |
| 6 | Organisation’s policy and procedures for calculating the order quantity of products to be ordered |  |  |  |
| 7 | Organisation’s policy and procedures for completing a contract and order for products purchased |  |  |  |
| 8 | Organisation’s policy and procedures for recording orders placed |  |  |  |

### 4.4.3 Criteria for workplace approval

*Physical Requirements:*

* 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.
* Operational buying and planning department with documented procedures for buying.

*Human Resource Requirements:*

* Manager with at least 2 years’ experience of buying/planning

*Legal Requirements:*

* Registered as a formal business
* Compliant with all relevant legal requirements for a wholesale or retail business

### 

### 4.4.4 Statement of work experience

#### 4.4.4.1 WM-04-WE01: Negotiate with suppliers

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0101 Prepares for a negotiation |  |  |  |
| WA0102 Negotiate with suppliers |  |  |  |
| WA0103 Record the negotiation |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0101 A report from the learner detailing the preparation for the negotiation including the best position and fallback position of the organisation signed by the learner’s manager |  |  |  |
| SE0102 A report from the learner’s manager detailing the learner’s ability to negotiate and the success of the negotiation |  |  |  |
| SE0103 Copies of records made of the negotiation made by the learner (Confidential details may be deleted) |  |  |  |

#### 4.4.4.2 WM-04-WE02: Order merchandise

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0201 Order merchandise |  |  |  |
| WA0202 Record orders placed |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0201 Copies of orders placed by the learner along with a report from the learner’s manager stating his/her agreement with the quantities ordered |  |  |  |
| SE0202 A report from the learner’s manager stating the learner has recorded the order placed according to policies and procedures of the organisation |  |  |  |

#### 4.4.4.3 WM-04-WE03: Set selling price

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0301 Set selling price of products purchased |  |  |  |
| WA0302 Justify the selling prices set |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0301 A report by the learner signed off by the learner’s manager detailing organisational policies for the setting of prices |  |  |  |
| SE0302 Documentary evidence by the learner confirming the setting of selling prices that met the requirements of the organisation signed off by the learner’s manager. |  |  |  |

## 4.5 332301000-WM-05: Processes and procedures for allocating stock to stores

12 credits

### 4.5.1 Purpose of the workplace modules

The focus of the work experience is on providing the learner an opportunity to gain exposure to allocating stock to stores. The Learner will be required to successfully complete each Work Experience module for at least three (3) months under supervision before operating for three (3) months independently

Learning 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 15 days. The Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-05-WE01: Allocate and record allocation of products to different stores
* WM-05-WE02: Replenish stock for stores

### 4.5.2 Contextualised workplace knowledge

|  | **Contextualised workplace knowledge** | **Date** | **Signature learner** | **Signature manager** |
| --- | --- | --- | --- | --- |
| 1 | Organisation’s policy and procedures for identifying products for stores |  |  |  |
| 2 | Organisation’s policy and procedures for allocating and recording allocation of products to stores |  |  |  |
| 3 | Organisation’s policy and procedures for identifying quantities of products to be allocated to stores |  |  |  |
| 4 | Organisation’s policy and procedures for allocating and recording allocation of quantities to stores |  |  |  |
| 5 | Organisation’s policy and procedures for identifying sales and quantities to be replenished for stores |  |  |  |
| 6 | Organisation’s policy and procedures for replenishing stocks and recording replenishment |  |  |  |

### 

### 4.5.3 Statement of work experience

#### 4.5.3.1 WM-05-WE01: Allocate and record allocation of products to different stores

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0101 Identify products for stores according to target market |  |  |  |
| WA0102 Allocate quantities according to store’s requirements |  |  |  |
| WA0103 Record allocation of products to stores |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0101 A report from the learner listing 4 products each allocated to three different branches that meet the target market of the branches signed by the learner’s manager |  |  |  |
| SE0102 A report from the learner listing 4 products each allocated to three different branches along with copies of printouts used to determine that the quantities allocated meet the expected sales of the branches |  |  |  |
| SE0103 Documented evidence from the learner stating the learner has recorded allocations according to the organisation’s policies and procedures signed by the learner’s manager |  |  |  |

#### 4.5.3.2 WM-05-WE02: Replenish stock for stores

The employee engaged in the following work activities:

|  |  |  |  |
| --- | --- | --- | --- |
| **Work experience activities** | **Date** | **Signature learner** | **Signature manager** |
| WA0201 Identify sales and quantities to be replenished for different stores |  |  |  |
| WA0202 Replenish stocks and record replenishment |  |  |  |

#### Supporting evidence to be provided

The following evidence is required

|  |  |  |  |
| --- | --- | --- | --- |
| **Supporting evidence** | **Date** | **Signature learner** | **Signature manager** |
| SE0201 A report from the learner listing 4 products each replenished for three different branches along with copies of printouts used to determine the quantities required signed by the learner’s manager |  |  |  |
| SE0202 Documented evidence from the learner stating the learner has replenished sales accurately and has recorded the replenishment according to the organisation’s policies and procedures signed by the learner’s manager |  |  |  |