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| **KNOWLEDGE TEST** | |
| Qualification | 522201000 OC: Retail supervisor |
| Knowledge module | KM03 Concepts and principles for the implementation and maintenance of retail or wholesale operations |

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| Learner surname |  |
| Learner full names |  |
| Learner ID number |  |
| Date |  |

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| Total possible marks | 80 | Minimum marks required (70%) | 56 |

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| **INTERNAL ASSESSMENT CRITERIA** | **QUESTION** | **MARKS** |
| KM-03 IAC0101 | 1. Describe the concept of shrinkage | 2 |
| KM-03 IAC0102 | 1. Explain how shrinkage affects the organisation and its staff | 8 |
| KM-03 IAC0103 | 1. Discuss the typical causes of loss in a wholesale and retail environment and the concepts of loss supervision:  * Preventing theft including cash * KM-02 IAC0104 * Administrative errors * Vendor fraud * Shoplifting | 30 |
| KM-03 IAC0201 | 1. Describe the concept of housekeeping | 8 |
| KM-03 IAC0202 | 1. Explain how housekeeping impacts on the image of an organisation | 6 |
| KM-03 IAC0203 | 1. Discuss the relationship between housekeeping and losses | 2 |
| KM-03 IAC0204 | 1. Discuss the concept of supervising housekeeping | 5 |
| KM-03 IAC0301 | 1. Explain the impact of safety legislation on the workplace | 5 |
| KM-03 IAC0302 | 1. Discuss the impact of safety on the image of the organisation. | 4 |
| KM-03-IAC0303 | 1. Discuss the supervision of safe working procedures in a wholesale and retail operation | 15 |