

LEARNING MATERIAL EVALUATION REPORT

PROGRAMME DETAILS

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|----------------|-------------|-----------------------------|-------------|----------------------|----------------|-------------|--------------------|--|
| Provider Name | Skills Edge | | | Accreditation Period | YYYY / MM / DD | | YYYY / MM / DD | |
| Trading As | Skills Edge | | | | Full | Provisional | Extension of Scope | |
| Contact Person | Marie Smith | Learning material developer | Marie Smith | Date of report | 06/03/2024 | | | |

| Physical Address | | | | | Postal Address | | | | |
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| City | | | | | City | | | | |
| Post Code | | Phone | Code | Number | Post Code | | Fax | Code | Number |

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|---------|-----------------------------|------|-----|---------|
| E- mail | mariesmith@skillsedge.co.za | Cell | 083 | 2990484 |
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PROGRAMME SPECIFICATIONS

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|--------------------------------|---|--|--------------------|--|--------------------|---|
| Qualification/Curriculum title | Occupational Certificate: RETAIL SUPERVISOR | | | | | |
| Programme Type | Skills Programme | | Part Qualification | | Full Qualification | ✓ |
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| Version Control | Created:2012 | |
| | Approved: 22/06/2015 | |
| | Reviewed: 08/03/2021 | |

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|--|---------------------------|-------|--|-------------------------|
| Learning Programme Description for a Qualification | SAQA ID | 99573 | CURRICULUM CODE | Curriculum 522201000 |
| Learnership Description | W&RSETA Learnership Title | N/A | W&RSETA Learnership Code | 32Q320087121004 |
| Provider Type | Delivery | | Assessment | Delivery and Assessment |
| Mode of Delivery | Full Time | | Distance Learning | Part Time |
| | Other | | If other, specify the mode of learning | |
| Duration of the applicable learning programme | | | | |

Programme Evaluation

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| 1 | <u>Modules Alignment A</u> Has the indicated module alignment criteria been met? | YES | |
| | Comments | | |
| 2 | <u>Modules Alignment B</u> Has the module alignment been correctly and accurately calculated as per the SAQA registered modules and notional hours requirement? | YES | |
| | Comments | | |
| 3 | <u>Programme Design and Delivery</u> Has the programme design and delivery criteria as stipulated been submitted and met? | YES | |
| 3.1 | <u>Learning programme design clearly shows:</u> Dominant delivery and learning strategies per module / learning unit stated | | |

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| 3.2 | <u>Learning Outcomes</u> : Have the outcomes contained in the unit standard been translated into well-formulated objectives for each module? (verb, noun and qualifying statement) | YES | |
| 3.3 | <u>Delivery Method</u> : Are there sufficient activities to facilitate and enhance the learning process i.e. group/individual (knowledge), self-study, on-job/practical, videos, slide-shows, exercises. | YES | |
| 3.4 | <u>Workplace Experience</u> : Are opportunities provided for practical reinforcement within the structured work environment? The programme must show integration between the workplace component, practical experience and structured theoretical training. | YES | |
| 3.5 | <u>Media Aids and Equipment</u> : Is there an indication of the types of media, aids and equipment that should be used by the facilitator to enhance the learning process? | YES | |
| 3.6 | <u>Research</u> : Evidence of research integration in the programme is evident? | YES | |
| 3.7 | <u>Sources</u> : Subject Matter Experts, textbooks, references, internet, and other learning programmes have been acknowledged. Indicate where this acknowledgement can be found. | YES | |
| 3.8 | <u>Prescribed Content</u> : Is the prescribed content clearly defined i.e. textbooks, research and additional sources? | YES | |
| Comments | | Learning material covers over and above the minimum requirements | |

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| 4 | <u>Assessment</u> Have the below listed criteria been satisfied in terms of the assessment guide, process and principles? | YES | |
| | a. Assessment Strategy | | |
| | b. Assessment Guide – Assessment Process | | |
| | c. Role Players | | |
| | d. Assessment Activities | | |
| | e. Assessor Guide to Learner Response – Evidence Checklist | | |
| | f. Recording and Feedback Documents | | |
| | g. Overall Presentation of the Assessment Guide | | |
| Comments | | Assessment guide cover all components | |

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| 5 | <u>Programme Strategy</u> Has the indicated programme strategy criteria been met? | YES | |
| Comments | | | |

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| 6 | <u>Programme Curriculum and Strategy</u> Has the programme curriculum and strategy table been completed for each module? | YES | |
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| Comments | | | |

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| 7 | <u>Programme Evaluation</u> Has the indicated programme evaluation criteria been met? | YES | |
| Comments | | | |

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| 8 | <u>Roll Out Plan</u> Has the indicated roll out plan criteria been met? | YES | NO |
| Comments | | Sequencing and integration to be completed by the SPD. In the future curriculum document will include sequencing and intergration | |

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| 9 | <u>ETD Practitioners</u> Has the indicated ETD practitioner criteria been met? | YES | NO |
| Comments | | Refer to curriculum document | |

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| 10 | <u>Quality Finish Criteria</u> Has the indicated quality finish criteria been met? | YES | |
| Comments | | | |

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| 11 | <u>Submission of Documents</u> Has the indicated submission criteria in terms of the specific guides and documents been met? | YES | |
| Comments | | | |

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| 12 | <u>Declaration</u> Has the declaration been signed by the applicant? | YES | NO |
| Comments | | | |

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| 13 | <u>QA Endorsement</u> Has the Learning Programme Self Evaluation Tool been endorsed by the Quality Assurer | YES | |
| Comments | | | |


| RECOMMENDATION | | |
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| Applicant meets criteria for learning material approval | YES | |

| GENERAL COMMENTS | |
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| If no please refer to above comments and requirements | |

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| Knowledge Module number | Knowledge Module name |
| 522201000-KM-01 | Concepts and principles of supervising Wholesale or Retail staff, NQF Level 4, 10 Credits. |
| 522201000-KM-02 | Concepts and principles of monitoring and improving performance, NQF Level 4, 4 Credits. |
| 522201000-KM-03 | Concepts and principles for the implementation and maintenance of retail or wholesale operations, NQF Level 4, 3 Credits. |
| 522201000-KM-04 | Concepts and principles of enhancing customer service, NQF Level 4, 3 Credits. |
| Practical Module number | Practical Module name |
| 522201000-PM-01 | Supervise retail or wholesale staff, NQF Level 4, 6 Credits. |
| 522201000-PM-02 | Monitor and control the work performance of a team, NQF Level 4, 6 Credits. |
| 522201000-PM-03 | Supervise operations, NQF Level 4, 4 Credits. |
| 522201000-PM-04 | Supervise service to internal and external retail and wholesale customers, NQF Level 4, 2 Credits. |
| 522201000-PM-05 | Resolve queries and complaints from internal and external retail and wholesale customers, NQF Level 4, 2 Credits |
| Work Experience module number | Work Experience name |
| 522201000-WM-01 | Processes and procedures for supervising wholesale or retail staff, NQF Level 4, 30 Credits |
| 522201000-WM-02 | Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, 20 Credits. |
| 522201000-WM-03 | , Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, 10 Credits |

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| Status effective date (from date of registration to date expiry) | 2018 / 07 / 01 | 2024 / 06 / 30 |
| Has the learning material evaluation report been sent to the applicant? | YES | |
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| Programme Evaluator | Andrew Sehlabaka | Region | Western Cape |
| Signature |  | Contact Details | |
| Date of evaluation (1) | 08/03/2024 | Date of evaluation (2) | |

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