



	<b>External Assessment Specifications Document</b>			
<b>Curriculum Code</b>	<b>Qualification Title</b>		<b>NQF Level</b>	
522301002	<b>Occupational Certificate: Perishable Goods Department Coordinator</b>		<b>3</b>	
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**DQP Representative Signature**

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**Date**

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# 1 ASSESSMENT STRATEGY

## 1.1 Assessment Model

An external integrated summative assessment, conducted through the relevant QCTO Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria.

The external assessment will consist of a combination of a written assessment (paper or on-line) and the assessment of evidence produced during the workplace experience. The evidence produced during the workplace experience will be assessed at an approved assessment site. The written assessment will be conducted over a period of 3 hours at an approved assessment site.

## 1.2 Qualification Purpose

The purpose of this qualification is to prepare a learner to operate as a Perishable Goods Department Coordinator

A Perishable Goods Department Coordinator coordinates staff and the supply of perishable goods, whilst controlling and maintaining compliance to cold chain, safety and company standards.

A qualified learner will be able to:

- Handle and resolve customer queries impacting on sales in the perishable goods department.
- Achieve and maintain cold chain compliance by coordinating activities in the perishable goods department.

## 1.3 Assessment Standards

### 1.3.1 Assessment Standards for the Qualification

#### **Integrated Assessment Focus Area 1**

Attend to customers and handle their queries (30%)

##### ***Associated Assessment Criteria***

- The generally accepted ways of greeting and acknowledging diverse customers is explained in order to promote customer service and create a positive first impression
- The way in which different types of customers encountered in a wholesale and retail environment should be handled is explained with examples appropriate to the scenarios given.
- The impact that personal appearance, grooming, the use of professional language and housekeeping has on the customer is explained in terms of the image of the sales assistant and the store.
- Responses to customer queries on product location, stock availability and promotions are appropriate to the query and information given. .

#### **Integrated Assessment Focus Area 2**

Coordinate perishable goods displays, sales and compliance with cold chain requirements and legislation (70%)

##### ***Associated Assessment Criteria***

- Monitor and oversee the operational activities in the perishable goods department while ensuring compliance with cold chain and food safety requirements and address deviations from required standards
- Coordinate perishable goods replenishers in the perishable goods section using planning, monitoring, reporting and scheduling principles and techniques
- Deal with customer queries and complaints
- Apply shrinkage control measures to prevent shrinkage/stock loss
- Conduct an internal self-audit to ensure compliance with legislation and company standards and identify and rectify deviations

### **1.3.2 Assessment Standards for Phases**

None

### **1.3.3 Assessment Standards for Part Qualifications**

N/A

## **2 ASSIGNMENTS TO BE EVALUATED EXTERNALLY**

Evidence produced through the completion of all Work Experiences must be submitted for external assessment.

## **3 CRITICAL ASPECTS OF THE INTERNAL ASSESSMENTS TO BE ASSESSED EXTERNALLY**

N/A

## **4 CRITERIA FOR THE REGISTRATION OF ASSESSORS**

- Qualified assessor
- A Supervisor/Manager of wholesale or retail store and have at least 2 years' experience working in a retail environment.

## **5 FOUNDATIONAL LEARNING**

Foundational learning is required in order to qualify for the external summative assessment.

## 6 ELIGIBILITY REQUIREMENTS FOR THE EXTERNAL ASSESSMENT

In order to qualify for the external summative assessment learners must have a copy of a completed and signed Statement of Work Experience as well as proof of successful completion of the following subjects and modules or alternative programmes where applicable.

### 6.1 Qualification

	<b><i>Proof of Knowledge Modules</i></b>			<b><i>OR</i></b>			<b><i>Proof of Alternative Programmes</i></b>	
<b><i>Number</i></b>	<b><i>Title</i></b>	<b><i>NQF Level</i></b>	<b><i>Credits</i></b>		<b><i>Number</i></b>	<b><i>Title</i></b>	<b><i>NQF Level</i></b>	<b><i>Credits</i></b>
522301002-KM-01	Principles of attending to different types of customers and resolving customer queries impacting on sales	2	4					
522301002-KM-02	Monitoring and Control of Perishable Goods and Cold Chain Compliance	3	12					

	<b><i>Proof of Practical Skill Modules</i></b>			<b><i>OR</i></b>			<b><i>Proof of Alternative Programmes</i></b>	
<b><i>Number</i></b>	<b><i>Title</i></b>	<b><i>NQF Level</i></b>	<b><i>Credits</i></b>		<b><i>Number</i></b>	<b><i>Title</i></b>	<b><i>NQF Level</i></b>	<b><i>Credits</i></b>
522301002-PM-01	Interact with Different Types of Customers and Present a Positive Image	2	2					
522301002-PM-02	Handle Customer Queries and Complaints	2	2					

522301002-PM-03	Coordinate the Activities in the Perishable Goods Department Ensuring Cold Chain Compliance is Achieved and Maintained	3	12					
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**And**

**Statement of Work experience**

**6.2 Phase 1**

No Phase Tests applicable

**6.3 Part Qualification**

None