



	<b>Curriculum Document</b>		
<b>Curriculum Code</b>	<b>Curriculum Title</b>		
522301003	<b>Perishable Goods Replenisher</b>		
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Date

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DQP Representative Signature

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## **SECTION 1: CURRICULUM SUMMARY**

### **1. Occupational Information**

#### **1.1 Associated Occupation**

522301: Sales Assistant (General)

#### **1.2 Occupation or Specialisation Addressed by this Curriculum**

522301003: Perishable Goods Replenisher

#### **1.3 Alternative Titles used by Industry**

- Perishables Shelf Packer
- Perishable Goods Packer

### **2. Curriculum Information**

#### **2.1 Curriculum Structure**

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 522301003-KM-01, Perishable Goods, NQF Level 2, Credits 2
- 522301003-KM-02, Cold Chain Principles and Technology, NQF Level 2, Credits 2
- 522301003-KM-03, Perishable Goods Replenishment, NQF Level 2, Credits 1
- 522301003-KM-04, Compliance with Food Safety and Legal Requirements, NQF Level 2, Credits 3

Total number of credits for Knowledge Modules: 8

Practical Skill Modules:

- 522301003-PM-01, Handle and Move Perishable Goods and Replenish Shelves According to Cold Chain Requirements, NQF Level 2, Credits 4
- 522301003-PM-02, Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section, NQF Level 2, Credits 2

Total number of credits for Practical Skill Modules: 6

This qualification also requires the following Work Experience Modules:

- 522301003-WM-01, Perishable Goods Department Replenishing, NQF Level 2, Credits 8
- 522301003-WM-2, Cold Chain Requirements Adherence, NQF Level 2, Credits 3

Total number of credits for Work Experience Modules: 11

#### **2.2 Entry Requirements**

- NQF Level 2

### **3. Assessment Quality Partner Information**

Name of body: W&RSETA

Address of body:

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Contact person name: Inger Marrian

Contact person work telephone number: 012-6229500

## **SECTION 2: OCCUPATIONAL PROFILE**

### **1. Occupational Purpose**

A Perishable Goods Replenisher handles, moves and displays perishable goods according to produce requirements and maintains cold chain standards whereby minimising stock shrinkage.

### **2. Occupational Tasks**

- Handle, move and display perishable goods according to produce requirements and maintain cold chain standards whereby minimising stock shrinkage. (NQF Level 2)
- Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section, (NQF Level 2)

### **3. Occupational Task Details**

#### **3.1. Handle, move and display perishable goods according to produce requirements and maintain cold chain standards whereby minimising stock shrinkage. (NQF2)**

##### **Unique Product or Service:**

Maintained displays

##### **Occupational Responsibilities:**

- Handle and Move Perishable Goods and Replenish Shelves According to Cold Chain Requirements,

##### **Occupational Contexts:**

- Perishable Goods Department Replenishing,

#### **3.2. Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section, (NQF Level 2)**

##### **Unique Product or Service:**

Safety and hygiene compliance

##### **Occupational Responsibilities:**

- Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section,

##### **Occupational Contexts:**

- Cold Chain Requirements Adherence,

## **SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS**

### **SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS**

List of Knowledge Modules for which Specifications are included

- 522301003-KM-01, Perishable Goods, NQF Level 2, Credits 2
- 522301003-KM-02, Cold Chain Principles and Technology, NQF Level 2, Credits 2
- 522301003-KM-03, Perishable Goods Replenishment, NQF Level 2, Credits 1
- 522301003-KM-04, Compliance with Food Safety and Legal Requirements, NQF Level 2, Credits 3

## **1. 522301003-KM-01, Perishable Goods, NQF Level 2, Credits 2**

### **1.1 Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to build an understanding of types of perishable goods and handling requirements.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: The wholesale and retail sector (10%)
- KM-01-KT02: Basic product knowledge: Meat/fish/fruit and veg/deli and dairy/short shelf life goods (5%)
- KM-01-KT03: Specialised product knowledge: Meat/fish/fruit and veg/deli and dairy/short shelf life goods (5%)
- KM-01-KT04: Perishable goods identification and handling (5%)

### **1.2 Guidelines for Topics**

#### **1.2.1. KM-01-KT01: The wholesale and retail sector (10%)**

***Topic elements to be covered include:***

- KT0101 Basic understanding of the Consumer Protection Act (PCA)
- KT0102 Sub-sectors and categories applicable to the wholesale and retail sector
- KT0103 Stakeholders in the wholesale/retail sector
- KT0104 Consumer profiles and shopping patterns
- KT0105 The various operational functions in wholesale/retail and their main task
- KT0106 Stock flow through the business
- KT0107 The flow of cash through the business
- KT0108 The support functions applicable to the wholesale and retail sector
- KT0109 The concept of wholesale and retail systems and sub-systems and how they impact on each other
- KT0110 Impact of own job on other internal stakeholders of the organisation

***Internal Assessment Criteria and Weight***

- IAC0101 Demonstrate a basic understanding of the wholesale and retail sector and its intricacies
- IAC0102 Explain the implications of the CPA for the perishable goods section

***(Weight 10%)***

#### **1.2.2. KM-01-KT02: Basic product knowledge: Meat/fish/fruit and veg/deli and dairy/short shelf life goods (5%)**

***Topic elements to be covered include:***

- KT0201 Basic food groups
- KT0202 Different diets such as religious requirements, vegan, vegetarian, low carb and diabetes
- KT0203 Allergies such as gluten, dairy, nut, etc.
- KT0204 Healthy eating such as balanced meals
- KT0205 Contamination such as bacteria, moulds and pests

***Internal Assessment Criteria and Weight***

- IAC0201 Identify types of products
- IAC0202 Describe products in terms of characteristics and requirements

***(Weight 5%)***

**1.2.3. KM-01-KT03: Specialised product knowledge: Meat/fish/fruit and veg/deli and dairy/short shelf life goods (5%)**

***Topic elements to be covered include:***

- KT0301 Characteristics of products
- KT0302 Requirements for cold storage and handling
- KT0303 Customer requirements
- KT0304 Types and cuts of meat
- KT0305 Types of fish and endangered species
- KT0306 Kinds of cheeses and other dairy products

***Internal Assessment Criteria and Weight***

- IAC0301 Identify types of specialised products
- IAC0302 Describe specialised products in terms of characteristics and requirements

***(Weight 5%)***

**1.2.4. KM-01-KT04: Perishable goods identification and handling (5%)**

***Topic elements to be covered include:***

- KT0401 Visual recognition
- KT0402 Stock keeping unit code
- KT0403 Tickets and labels
- KT0404 Legal requirements
- KT0405 Packing different kinds of foods



- KT0406 Use of weighing and pricing equipment
- KT0407 Handling, packing and stacking of delicate perishable goods

#### ***Internal Assessment Criteria and Weight***

- IAC0401 Describe the correct methods to identify perishable goods
- IAC0402 List all information gleaned from labels and tickets
- IAC0403 Explain the correct use of weighing and pricing equipment in the perishable goods department

***(Weight 5%)***

### **1.3 Provider Programme Accreditation Criteria**

#### ***Physical Requirements:***

- The provider must have lesson plans and structured learning material or provide learners with access to structured learning material that addresses all topics in all the knowledge modules

#### ***Human Resource Requirements:***

- Facilitators must have relevant industry and facilitation experience related to the subject. Ratio of 1 facilitator to a maximum of 30 learners.
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject. Assessors must have relevant industry experience related to the subject.

#### ***Legal Requirements:***

- A legal business entity.
- Meet health and safety standards

### **1.4 Exemptions**

- None

## **2. 522301003-KM-02, Cold Chain Principles and Technology, NQF Level 2, Credits 2**

### **2.1 Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to build an understanding of cold chain principles and rules and retail and wholesale technology.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Cold chain principles and rules (5%)
- KM-02-KT02: Technology used in the retail and wholesale sector (5%)
- KM-02-KT03: On-line shopping (5%)
- KM-02-KT04: Labelling and weighing of perishable foods (5%)

### **2.2 Guidelines for Topics**

#### **2.2.1. KM-02-KT01: Cold chain principles and rules (5%)**

***Topic elements to be covered include:***

- KT0101 The concept of the cold chain
- KT0102 Temperature and temperature measurement
- KT0103 Food products that require temperature control
- KT0104 Store, move and display of temperature controlled foods
- KT0105 Monitoring of temperatures and corrective action

***Internal Assessment Criteria and Weight***

- IAC0101 Demonstrate a basic understanding of the cold chain principles and requirements
- IAC0102 Explain the effect of not maintaining correct temperatures
- IAC0103 Justify the importance of continuous monitoring and maintaining temperatures

***(Weight 5%)***

#### **2.2.2. KM-02-KT02: Technology used in the retail and wholesale sector (5%)**

***Topic elements to be covered include:***

- KT0201 Marking and labelling equipment
- KT0202 Scanners
- KT0203 Weighing equipment and calibration
- KT0204 Packaging material

***Internal Assessment Criteria and Weight***

- IAC0201 Analyse the safe use of equipment and the correct preparation of equipment

**(Weight 5%)**

### **2.2.3. KM-02-KT03: On-line shopping (5%)**

***Topic elements to be covered include:***

- KT0301 Technology and equipment
- KT0302 Picking and packing
- KT0303 Transportation requirements
- KT0304 Order fulfilment
- KT0305 Order deployment

***Internal Assessment Criteria and Weight***

- IAC0301 Define the concept of on-line shopping
- IAC0302 Analyse the implications of on-line shopping on the organisation

**(Weight 5%)**

### **2.2.4. KM-02-KT4: Labelling and weighing of perishable foods (5%)**

***Topic elements to be covered include:***

- KT0401 Importance of accuracy
- KT0402 Information required on the label
- KT0403 Label maintenance
- KT0404 Legal requirements (CPA) in respect of labelling and packaging of foods

***Internal Assessment Criteria and Weight***

- IAC0401 List all information to be included in the label
- IAC0402 Justify the importance of information accuracy and label maintenance
- IAC0403 Discuss legal requirements related to accuracy of information

**(Weight 5%)**

## **2.3 Provider Programme Accreditation Criteria**

***Physical Requirements:***

- The provider must have lesson plans and structured learning material or provide learners with access to structured learning material that addresses all topics in all the knowledge modules

***Human Resource Requirements:***

- Facilitators must have relevant industry and facilitation experience related to the subject. Ratio of 1 facilitator to a maximum of 30 learners.
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject. Assessors must have relevant industry experience related to the subject.

*Legal Requirements:*

- A legal business entity.
- Meet health and safety standards

**2.4 Exemptions**

- None

### **3. 522301003-KM-03, Perishable Goods Replenishment, NQF Level 2, Credits 1**

#### **3.1 Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to build an understanding of replenishment of perishable goods according to cold chain requirements.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Store layout (5%)
- KM-03-KT02: Stock replenishment (5%)
- KM-03-KT03: Shrinkage and losses (10%)
- KM-03-KT04: Customers and customer care (5%)

#### **3.2 Guidelines for Topics**

##### **3.2.1. KM-03-KT01: Store layout (5%)**

***Topic elements to be covered include:***

- KT0101 Planograms and wire diagrams including definition, purpose and information contained
- KT0102 Various areas such as store, floor, aisle chiller and freezer lay-out
- KT0103 Basic principles of store layout
- KT0104 Grouping and layout of stocks in chillers and freezers
- KT0105 Space between aisles
- KT0106 Requirements for signage such as visibility, size and safety

***Internal Assessment Criteria and Weight***

- IAC0101 Define planograms/ wire diagrams and explain its functions
- IAC0102 Describe store layout and placement of chillers and freezers with reference to various areas and functions
- IAC0103 Evaluate signage requirements

***(Weight 5%)***

##### **3.2.2. KM-03-KT02: Stock replenishment (5%)**

***Topic elements to be covered include:***

- KT0201 Displaying perishable goods
- KT0202 Stacking specifications
- KT0203 Replenishment rules, methods and procedures
- KT0204 Counting, tallying and recording stock
- KT0205 Stock reports

- KT0206 Identifying over-stocks and stock shortages
- KT0207 Requirements and equipment used to move, store and stack stock
- KT0208 Stock rotation requirements

***Internal Assessment Criteria and Weight***

- IAC0201 Discuss stock replenishment principles with reference to displaying, stock rotation and stacking specifications
- IAC0202 Discuss the concepts of over-stock and stock shortage with reference to the effect on the business
- IAC0203 Describe the safe handling and moving of stock

***(Weight 5%)***

**3.2.3. KM-03-KT03: Shrinkage and losses (10%)**

***Topic elements to be covered include:***

- KT0301 The concept shrinkage and stock losses
- KT0302 The effect of shrinkage and losses on profit and employees
- KT0303 Causes and preventative methods for shrinkage and losses whilst marking merchandise and maintaining merchandise and displays
- KT0304 Minimise shrinkage
- KT0305 Monitor shrinkage
- KT0306 Procedures for responding to a shoplifting incident or suspecting someone of shoplifting

***Internal Assessment Criteria and Weight***

- IAC0301 Explain the concept of shrinkage and how it impacts on organisation
- IAC0302 Discuss ways in which shrinkage and losses occur in relation to marking and maintaining displays
- IAC0303 Explain ways and means to monitor and minimise shrinkage

***(Weight 10%)***

**3.2.4. KM-03-KT04: Customers and customer care (5%)**

***Topic elements to be covered include:***

- KT0401 Customer service and customer satisfaction
- KT0402 Personal appearance
- KT0403 Greeting customers
- KT0404 Communicating with customers (responding to queries)

- KT0405 Escalating queries

#### ***Internal Assessment Criteria and Weight***

- IAC0401 Justify basic principles of customer service and customer satisfaction
- IAC0402 Analyse the effect of personal appearance and hygiene on the store and customers

***(Weight 5%)***

### **3.3 Provider Programme Accreditation Criteria**

#### ***Physical Requirements:***

- The provider must have lesson plans and structured learning material or provide learners with access to structured learning material that addresses all topics in all the knowledge modules

#### ***Human Resource Requirements:***

- Facilitators must have relevant industry and facilitation experience related to the subject. Ratio of 1 facilitator to a maximum of 30 learners.
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject. Assessors must have relevant industry experience related to the subject.

#### ***Legal Requirements:***

- A legal business entity.
- Meet health and safety standards

### **3.4 Exemptions**

- None

#### **4. 522301003-KM-04, Compliance with Food Safety and Legal Requirements, NQF Level 2, Credits 3**

##### **4.1 Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to build an understanding of cold chain requirements and food safety in the perishable goods section in order to achieve and maintain cold chain compliance

The learning will enable learners to demonstrate an understanding of:

- KM-04-KT01: Food safety requirements (10%)
- KM-04-KT02: Waste and disposal of food products (5%)
- KM-04-KT03: Personal and work area hygiene (5%)
- KM-04-KT04: Occupational health and safety (5%)

##### **4.2 Guidelines for Topics**

###### **4.2.1. KM-04-KT01: Food safety requirements (10%)**

***Topic elements to be covered include:***

- KT0101 Legislative requirements
- KT0102 Contamination
- KT0103 Disposal and waste
- KT0104 Various forms of micro-organisms that affect food
- KT0105 Sources of micro-organisms and how they spread
- KT0106 Critical control points for food contamination
- KT0107 Measures to prevent contamination of food
- KT0108 Pests
- KT0109 The effects of unsafe food on customer service and the organisation

***Internal Assessment Criteria and Weight***

- IAC0101 Explain food safety principles with reference to legislation
- IAC0102 Discuss the concept of contamination, how it is caused and how it can be prevented

***(Weight 10%)***

###### **4.2.2. KM-04-KT02: Waste and disposal of food products (5%)**

***Topic elements to be covered include:***

- KT0201 Legal requirements for disposal of food products
- KT0202 Organisational requirements for disposal of food products



- KT0203 Identification of food products which need to be disposed of

***Internal Assessment Criteria and Weight***

- IAC0201 Define waste in the perishable goods section
- IAC0202 Explain the legal requirements for the disposal of food products

***(Weight 5%)***

**4.2.3. KM-04-KT03: Personal and work area hygiene (5%)**

***Topic elements to be covered include:***

- KT0301 Legislative requirements
- KT0302 Personal hygiene
- KT0303 Work area hygiene
- KT0304 Equipment hygiene
- KT0305 Contamination

***Internal Assessment Criteria and Weight***

- IAC0301 Argue the importance of and reasons for personal hygiene
- IAC0302 Argue the importance of work area hygiene and methods to maintain it

***(Weight 5%)***

**4.2.4. KM-04-KT04: Occupational health and safety (5%)**

***Topic elements to be covered include:***

- KT0401 Applicable aspects of health, safety and environmental legislation.
- KT0402 Personal hygiene standards as required by law and the organisation
- KT0403 Protective clothing requirements
- KT0404 Handling and storing of cleaning chemicals and equipment
- KT0405 Cleaning and maintenance of equipment, fixtures and fittings
- KT0406 Procedure to follow in the event of incidents such as robbery and accidents involving customers or team members

***Internal Assessment Criteria and Weight***

- IAC0401 Argue the concepts compliance and non-compliance
- IAC0402 Elaborate the function of regulations and manufacturer specifications
- IAC0403 List safety measures applicable to the workplace and assess the implication for work activities such as racking and stacking, marking and displaying merchandise

**(Weight 5%)**

#### **4.3 Provider Programme Accreditation Criteria**

*Physical Requirements:*

- The provider must have lesson plans and structured learning material or provide learners with access to structured learning material that addresses all topics in all the knowledge modules

*Human Resource Requirements:*

- Facilitators must have relevant industry and facilitation experience related to the subject. Ratio of 1 facilitator to a maximum of 30 learners.
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject. Assessors must have relevant industry experience related to the subject.

*Legal Requirements:*

- A legal business entity.
- Meet health and safety standards

#### **4.4 Exemptions**

- None

## **SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS**

### List of Practical Skill Module Specifications

- 522301003-PM-01, Handle and Move Perishable Goods and Replenish Shelves According to Cold Chain Requirements, NQF Level 2, Credits 4
- 522301003-PM-02, Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section, NQF Level 2, Credits 2

## **1. 522301003-PM-01, Handle and Move Perishable Goods and Replenish Shelves According to Cold Chain Requirements, NQF Level 2, Credits 4**

### **1.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to acquire the skills and competencies to handle, move and display perishable goods in compliance with cold chain requirements.

The learner will be required to:

- PM-01-PS01: Identify food types, perishable goods and information from labels such as price, sell-by dates, use-by dates
- PM-01-PS02: Monitor and maintain required temperature in chillers and freezers
- PM-01-PS03: Move perishable goods from receiving/storage to sales area
- PM-01-PS04: Handle, repackage and label perishable goods
- PM-01-PS05: Replenish perishable goods to maintain stock levels in freezers and chillers
- PM-01-PS06: Count stock for stock taking purposes
- PM-01-PS07: Respond to basic customer queries and escalate queries

### **1.2 Guidelines for Practical Skills**

#### **1.2.1. PM-01-PS01: Identify food types, perishable goods and information from labels such as price, sell-by dates, use-by dates**

##### ***Scope of Practical Skill***

Given a range of different food products (which could be pictures) and examples of shelf edge labels, scanners, price report the learner must be able to:

- PA0101 Visually identify food types and perishable goods
- PA0102 Identify and apply shelf-edge labels
- PA0103 Identify stock keeping unit (SKU) number
- PA0104 Read and interpret information on labels
- PA0105 Identify and apply the correct pricing of perishable goods

##### ***Applied Knowledge***

- AK0101 Reading and writing skills
- AK0102 How to use scanners and other electronic equipment used to label perishable goods

##### ***Internal Assessment Criteria***

- IAC0101 Interpret perishable goods labels and tickets and apply information gleaned from the labels in the merchandising and handling of perishable goods
- IAC0102 Verify pricing of goods as correct

### **1.2.2. PM-01-PS02: Monitor and maintain required temperature in chillers and freezers**

#### ***Scope of Practical Skill***

Given a log sheet, different cooler units (freezer, chillers, ambient areas) with gauges/temperature probe, ambient and frozen product types (which could be pictures) the learner must be able to:

- PA0201 Identify appropriate chillers and freezers according to perishable food types
- PA0202 Differentiate between ambient and frozen product temperature ranges
- PA0203 Identify legally required temperature ranges of chillers and freezers according to perishable food types
- PA0204 Take temperature readings to monitor legal compliance throughout the day
- PA0205 Respond to fridge alarms according to workplace procedures by notifying the controller

#### ***Applied Knowledge***

- AK0201 Reading and writing skills
- AK0202 How to use (cold chain) measuring equipment

#### ***Internal Assessment Criteria***

- IAC0201 Take temperature readings using the appropriate devices or equipment
- IAC0202 Maintain legal compliance throughout the shift by regular monitoring according to perishable food types and responding to alarms

### **1.2.3. PM-01-PS03: Move perishable goods from receiving/storage to sales area**

#### ***Scope of Practical Skill***

Given DVDs/pictures, dollies, pallets, pallet jack, cages, totes and products the learner must be able to:

- PA0301 Lift heavy objects taking the correct physical position and apply safe ergonomic stance
- PA0302 Using right equipment for designed purpose
- PA0303 Stack cages not exceeding height limit
- PA0304 Move dollies and jacks using correct method
- PA0305 Keep to the time limit for perishable goods maintaining the temperature
- PA0306 Maintain the cold chain requirements when moving and packing goods

#### ***Applied Knowledge***

- AK0301 Equipment used to move goods
- AK0302 Safety related to moving goods
- AK0303 Basic ergonomic principles
- AK0304 Packing and stacking requirements of perishable goods

- AK0305 Cold chain requirements for perishable goods

#### ***Internal Assessment Criteria***

- IAC0301 Move perishable goods using appropriate equipment for the task
- IAC0302 Adhere to staking limits
- IAC0303 Maintain cold chain requirements when moving perishable goods whereby preventing damage and loss
- IAC0304 Handle, lift and move objects according to safety requirements

### **1.2.4. PM-01-PS04: Handle, repackage and label perishable goods**

#### ***Scope of Practical Skill***

Given packaging, wrapping machines, bags, ties, product labels, vita film, scale, DVDs (could include visit to suppliers) and products the learner must be able to:

- PA0401 Handle sensitive products safely and hygienically without causing bruises or other damage
- PA0402 Select and weigh perishable products
- PA0403 Verify price accuracy
- PA0404 Package weighed products using packaging material or wrapping materials and machines
- PA0405 Attach price and product description labels to the product where applicable

#### ***Applied Knowledge***

- AK0401 Equipment used to move goods
- AK0402 Safety related to moving goods
- AK0403 Basic ergonomic principles
- AK0404 Packing and stacking requirements of perishable goods
- AK0405 Cold chain requirements for perishable goods

#### ***Internal Assessment Criteria***

- IAC0401 Handle and package perishable goods, which may be sensitive without causing bruising or other damage
- IAC0402 Use weighing equipment used and read weights
- IAC0403 Attach price and product description labels showing correct information in compliance with legislation

### **1.2.5. PM-01-PS05: Replenish perishable goods to maintain stock levels in freezers and chillers**

#### ***Scope of Practical Skill***

Given a wire diagram/planogram, stock report access to freezers, chillers and ambient stock room, price marking guns and labels the learner must be able to:

- PA0501 Do a physical check on display freezers and chillers to identify over-stock and stock shortages reading the shelf edge label
- PA0502 Pick the stock from the chillers/freezers in the store area
- PA0503 Replenish stock and apply pricing labels where applicable
- PA0504 Apply the substitution rule to fill gaps according to business policy
- PA0505 Ensure the planogram/wire diagram is applied
- PA0506 Ensure the shelf-edge price correspond with unit price

#### ***Applied Knowledge***

- AK0501 Reading and writing skills
- AK0502 Planogram/wire diagrams
- AK0503 Cold chain requirements
- AK0504 Legal requirements related to perishable goods
- AK0505 Packing and stacking requirements of perishable goods types

#### ***Internal Assessment Criteria***

- IAC0501 Use a stock report and planogram/wire diagram to make decisions on over- or stock shortages
- IAC0502 Use a planogram/wire diagram to replenish an empty shelf
- IAC0503 Conduct a final check to ensure shelf-edge price labels correspond with replenished stock

### **1.2.6. PM-01-PS06: Count stock for stock taking purposes**

#### ***Scope of Practical Skill***

Given stationary, scanner, calculator the learner must be able to:

- PA0601 Perform a physical count of product ensuring accuracy as not to inflate or deflate stock
- PA0602 Differentiate where to count per unit or mass
- PA0603 Count bulk product (cases) vs single units ensuring using correct recording
- PA0604 Scan and count vs scan each item where you have multiple products on the same shelf (with different bar codes)

#### ***Applied Knowledge***

- AK0601 Reading, writing and numeracy skills
- AK0602 Stock counting procedures and methods

- AK0603 Stock counting equipment (i.e. scanners)

#### ***Internal Assessment Criteria***

- IAC0601 Apply the appropriate procedure and use appropriate equipment during stock count procedures
- IAC0602 Record stock count information accurately and diligently

### **1.2.7. PM-01-PS07: Respond to basic customer queries and escalate queries**

#### ***Scope of Practical Skill***

Given a scenario (simulation) or DVDs, role play, copy of the policy and procedure document the learner must be able to:

- PA0701 Demonstrate correct behaviour in handling a customer query
- PA0702 Decide when to escalate the query

#### ***Applied Knowledge***

- AK0701 Communication skills
- AK0702 CPA
- AK0703 Policies related to customer care

#### ***Internal Assessment Criteria***

- IAC0701 Handle a customer query by taking appropriate action
- IAC0702 Interaction with the customer complies with company policy

### **1.3 Provider Programme Accreditation Criteria**

#### ***Physical Requirements:***

- A simulated or actual wholesale or retail sales environment, or classroom
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment)
- Learning material for interacting with different types of diverse customers and presenting a positive and professional image
- Sets of information as per the scenarios, pictures or photographs

#### ***Human Resource Requirements:***

- Facilitators must have relevant knowledge and exposure to interacting with different types of customers and presenting a professional image.
- Ratio of 1 facilitator to maximum of 30 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.



- Assessors must have relevant industry experience related to the subject

*Legal Requirements:*

- A legal business entity.
- Meet health and safety standards

**1.4 Exemptions**

- None

## **2. 522301003-PM-02, Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section, NQF Level 2, Credits 2**

### **2.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to acquire the skills and competencies to maintain food safety and hygiene in the perishable goods section and prevent contamination and losses.

The learner will be required to:

- PM-02-PS01: Maintain a safe and compliant working area
- PM-02-PS02: Prevent contamination of perishable goods and apply disposal procedure for contaminated or damaged food products
- PM-02-PS03: Use, clean and store equipment used in the perishable goods department
- PM-02-PS04: Perform deep cleaning of cold chain display units and back areas

### **2.2 Guidelines for Practical Skills**

#### **2.2.1. PM-02-PS01: Maintain a safe and compliant working area**

##### ***Scope of Practical Skill***

Given a DVD of non-compliant work area and pictures of appropriate dress, hazardous objects, safety and emergency signs, policy and procedure documents the learner must be able to:

- PA0101 Identify and apply appropriate PPC appropriate to the working situation/condition.
- PA0102 Apply personal hygiene procedures to maintain hygiene standards at all times.
- PA0103 Identify hazardous objects/products or potential hazards.
- PA0104 Identify and apply safety and emergency signs.
- PA0105 Identify and apply safety equipment appropriate to the situation.

##### ***Applied Knowledge***

- AK0101 Health and safety requirements and procedures
- AK0102 Hazards and risks in the workplace
- AK0103 Types of safety signs and meanings
- AK0104 Safety drills (i.e. evacuation)

##### ***Internal Assessment Criteria***

- IAC0101 Identify and appropriately wear PPC in compliance with safety regulations
- IAC0102 Maintain personal and work area hygiene compliance
- IAC0103 Maintain the working area as free from clutter and objects which can pose a risk to customers and fellow workers
- IAC0104 Identify safety signs and describe respective purposes

### **2.2.2. PM-02-PS02: Prevent contamination of perishable goods and apply disposal procedure for contaminated or damaged food products**

#### ***Scope of Practical Skill***

Given DVD and pictures of contaminated food products and pests, policy and procedure document the learner must be able to:

- PA0201 Identify pests and other contaminants
- PA0202 Segregate contaminated goods
- PA0203 Identify and dispose of food products that have reached expiry dates, damaged packages, fridge break down and cold chain not maintained, notification from head office, product defects, quality, excess, contaminated products, separation of various products
- PA0204 Apply legal requirements for the disposal of food

#### ***Applied Knowledge***

- AK0201 Reading and writing skills
- AK0202 Cold chain requirements
- AK0203 Legal requirements related to perishable goods

#### ***Internal Assessment Criteria***

- IAC0201 Timeously identify and segregate contaminated or damaged goods to prevent spreading of contamination
- IAC0202 Dispose of contaminated or damaged/spoiled food products in compliance with legal requirements

### **2.2.3. PM-02-PS03: Use, clean and store equipment used in the perishable goods department**

#### ***Scope of Practical Skill***

Given a scale, products/produce, bags, scale labels, temperature probes, dollies, lugs, pallets and pallet jack, cages, cleaning chemicals, cloths, brooms, mops, buckets, personal protective clothing (PPC), stationary, scanners, tablets (if used) the learner must be able to:

- PA0301 Use weighing equipment and weigh perishable goods
- PA0302 Use equipment for moving perishable goods applying the required time factor
- PA0303 Measure core temperature and take readings using appropriate measuring equipment and record readings
- PA0304 Use cleaning equipment and chemicals
- PA0305 Clean spillages using correct disposal measures

#### ***Applied Knowledge***

- AK0301 Types of equipment

- AK0302 Cleaning procedures and chemicals used
- AK0303 Equipment usage requirements

#### ***Internal Assessment Criteria***

- IAC0301 Identify and use typical equipment used in the perishable goods department complying with manufacturer specifications and safety measures
- IAC0302 Clean and store typical equipment used in the perishable goods department
- IAC0303 Clean spillages in compliance with regulations

### **2.2.4. PM-02-PS04: Perform deep cleaning of cold chain display units and back areas**

#### ***Scope of Practical Skill***

Given access to a freezer (DVD or physical), cleaning chemicals, personal protective clothing (PPC), cleaning equipment the learner must be able to:

- PA0401 Apply relevant PPC
- PA0402 Empty the freezer or display unit
- PA0403 Strip the freezer or display unit of all loose parts
- PA0404 Clean the freezer, display unit and all loose parts using suitable chemicals
- PA0405 Reassemble the freezer or display unit
- PA0406 Maintain cold chain of items removed from the freezer or display case during the cleaning process
- PA0407 Repack the freezer or display case according to the planogram/wire diagram

#### ***Applied Knowledge***

- AK0401 Types of cleaning equipment and cold chain display units
- AK0402 Cleaning procedures, chemicals used and safety
- AK0403 Equipment usage requirements
- AK0404 Cold chain requirements
- AK0405 Legal requirements related to perishable goods
- AK0406 Packing and stacking requirements of perishable goods types

#### ***Internal Assessment Criteria***

- IAC0401 Strip a display unit, clean and reassemble components compliance with safety and hygiene requirements
- IAC0402 Use the correct deep cleaning process and chemicals
- IAC0403 Apply cold chain requirements during the cleaning procedure

- IAC0404 Remove, store and repack content of the display unit after the cleaning procedure and meet requirements of the planogram/wire diagram

### **2.3 Provider Programme Accreditation Criteria**

#### *Physical Requirements:*

- A simulated or actual wholesale or retail sales environment, or classroom
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment)
- Learning material for interacting with different types of diverse customers and presenting a positive and professional image
- Sets of information as per the scenarios, pictures or photographs

#### *Human Resource Requirements:*

- Facilitators must have relevant knowledge and exposure to interacting with different types of customers and presenting a professional image.
- Ratio of 1 facilitator to maximum of 30 learners
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject

#### *Legal Requirements:*

- A legal business entity.
- Meet health and safety standards

### **2.4 Exemptions**

- None

## **SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS**

### List of Work Experience Module Specifications

- 522301003-WM-01, Perishable Goods Department Replenishing, NQF Level 2, Credits 8
- 522301003-WM-02, Cold Chain Requirements Adherence, NQF Level 2, Credits 3

## **1. 522301003-WM-01, Perishable Goods Department Replenishing, NQF Level 2, Credits 8**

### **1.1 Purpose of the Work Experience Modules**

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

Gain exposure to replenishing perishable goods and maintain cold chain requirements in the various departments.

The learner will be required to:

- WM-01-WE01: Work for a minimum of half a day in each of the following departments: Meat, fish, deli, handling finished products and performing cleaning , displaying, replenishing and temperature monitoring tasks
- WM-01-WE02: Work for a minimum of a full day in the fruit and veggie department, conducting displaying, quality checks, culling, removing expired product, pricing and labelling, replenishing and stock rotation, weighing (where applicable) tasks
- WM-01-WE03: Work for a minimum of half a day in each of the following departments: short shelf life goods and dairy department conducting displaying, quality checks, culling, removing expired product, pricing and labelling, replenishing and stock rotation tasks

### **1.2 Guidelines for Work Experiences**

**1.2.1. WM-01-WE01: Work for a minimum of half a day in each of the following departments: Meat, fish, deli, handling finished products and performing cleaning, displaying, replenishing and temperature monitoring tasks**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Use, clean and store equipment used in the Meat, fish, deli, department
- WA0102 Identify food types, perishable goods and information from labels such as price, sell-by dates, use-by dates ensuring it corresponds with shelf-edge labels
- WA0103 Move goods from receiving/storage to sales area
- WA0104 Remove expired product from the chillers and freezers and move to disposal area
- WA0105 Prevent contamination of perishable goods and apply disposal procedure for contaminated or damaged food products
- WA0106 Handle, repackage and label perishable goods
- WA0107 Conduct price checks on minimum of 10 items to maintain price accuracy
- WA0108 Replenish (merchandise) perishable goods to maintain stock levels in freezers and chillers applying stock rotation and cold chain principles
- WA0109 Replenish perishable goods and maintain shelves with product according to a business packing wire diagram/planogram
- WA0110 Monitor and maintain required temperature in chillers and freezers by conducting daily temperature checks at set intervals
- WA0111 Respond to or escalate basic customer queries

### ***Supporting Evidence***

- SE0101 Attendance register
- SE0102 Production records or checklists

**1.2.2. WM-01-WE02: Work for a minimum of a full day in the fruit and veggie department, conducting displaying, quality checks, culling, removing expired product, pricing and labelling, replenishing and stock rotation, weighing (where applicable) tasks**

### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Apply active listening skills when handling customer queries
- WA0202 Handle a variety of customer queries in line with organisational processes and procedures
- WA0203 Escalate queries in line with organisational processes and procedures

### ***Supporting Evidence***

- SE0201 Documentary evidence confirming the learner has listened to the customer and understood their query when handling customer queries, signed off by the learner's supervisor
- SE0202 Documentary evidence confirming the learner has followed organisational processes and procedures when handling a variety of customer queries for at least four (4) queries, signed off by the learner's supervisor
- SE0203 Documentary evidence confirming that the learner has appropriately escalated queries they cannot solve in line with organisational requirements, signed off by the learner's supervisor

**1.2.3. WM-01-WE03: Work for a minimum of half a day in each of the following departments: short shelf life goods and dairy department conducting displaying, quality checks, culling, removing expired product, pricing and labelling, replenishing and stock rotation tasks**

### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0301 Apply active listening skills when handling customer queries
- WA0302 Handle a variety of customer queries in line with organisational processes and procedures
- WA0303 Escalate queries in line with organisational processes and procedures

### ***Supporting Evidence***

- SE0301 Documentary evidence confirming the learner has listened to the customer and understood their query when handling customer queries, signed off by the learner's supervisor
- SE0302 Documentary evidence confirming the learner has followed organisational processes and procedures when handling a variety of customer queries for at least four (4) queries, signed off by the learner's supervisor



- SE0303 Documentary evidence confirming that the learner has appropriately escalated queries they cannot solve in line with organisational requirements, signed off by the learner's supervisor

### **1.3 Contextualised Workplace Knowledge**

- 1 Organisational policies and procedures
- 2 Company standards and compliance requirements
- 3 Company floor plan and layout
- 4 Company products and produce
- 5 Company cold chain requirements and compliance standards

### **1.4 Criteria for Workplace Approval**

#### *Physical Requirements:*

- Operational wholesale or retail store providing a perishable goods section and cold chain protocols
- Key processes: handle and display perishable goods in compliance with cold chain requirements

#### *Human Resource Requirements:*

- Supervisor/Manager with at least 1 year experience of providing customer service and building customer relationships.

#### *Legal Requirements:*

- Registered as a formal business.
- Compliant with all relevant legal requirements for a wholesale or retail store.

### **1.5 Additional Assignments to be Assessed Externally**

All evidence produced relating to the following workplace experience must be submitted for external assessment.

## **2. 522301003-WM-02, Cold Chain Requirements Adherence, NQF Level 2, Credits 3**

### **2.1 Purpose of the Work Experience Modules**

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

Gain exposure in the various perishable goods sections and to achieve and maintain cold chain compliance.

The learner will be required to:

- WM-02-WE01: Perform deep cleaning of freezers, chillers and back areas twice during the period
- WM-02-WE02: Count stock of a department/product range twice during the period
- WM-02-WE03: Maintaining a safe working environment

### **2.2 Guidelines for Work Experiences**

#### **2.2.1. WM-02-WE01: Perform deep cleaning of freezers, chillers and back areas twice during the period**

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Apply relevant personal protective clothing
- WA0102 Empty the freezer or display unit
- WA0103 Strip the freezer or display unit of all loose parts
- WA0104 Clean the freezer, display unit and all loose parts using suitable chemicals
- WA0105 Reassemble the freezer or display unit
- WA0106 Maintain cold chain of items removed from the freezer or display case during the cleaning process
- WA0107 Repack the freezer or display case according to the planogram/wire diagram

##### ***Supporting Evidence***

- SE0101 Attendance register
- SE0102 Cleaning reports and checklists

#### **2.2.2. WM-02-WE02: Count stock of a department/product range twice during the period**

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Conduct a physical count of product ensuring accuracy as not to inflate or deflate stock
- WA0202 Differentiate where to count per unit or mass
- WA0203 Count bulk product (cases) vs single units ensuring using correct recording

- WA0204 Scan and count vs scan each item where you have multiple products on the same shelf (with different bar codes)
- WA0205 Reconcile physical stock counted with stock sheet and ensure that stock reconciliation variances are accounted for

#### ***Supporting Evidence***

- SE0201 Attendance register
- SE0202 Stock count records

### **2.2.3. WM-02-WE03: Maintaining a safe working environment**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0301 Conduct a floor walk to check that the display area complies with housekeeping and safety requirements
- WA0302 Observe deviations from housekeeping and safety requirements
- WA0303 Take corrective action to address all deviations
- WA0304 Apply organisation policy and procedures for disposing of spoiled or contaminated merchandise
- WA0305 Identify and dispose of chemicals meeting food safety requirements
- WA0306 Alert the supervisor/SHE representative in the event of an accident/incident to a customer or team member

#### ***Supporting Evidence***

- SE0301 Attendance register
- SE0302 Safety checklists/reports

### **2.3 Contextualised Workplace Knowledge**

- 1 Organisational policies and procedures
- 2 Company standards and compliance requirements
- 3 Company floor plan and layout
- 4 Company products and produce
- 5 Company cold chain requirements and compliance standards

### **2.4 Criteria for Workplace Approval**

#### ***Physical Requirements:***

- Operational wholesale or retail store providing perishable goods section and cold chain protocols.

- Key processes: Handle and display perishable goods in compliance with cold chain requirements

*Human Resource Requirements:*

- Supervisor/Manager with at least 1 year experience of providing customer service and building customer relationships.

*Legal Requirements:*

- Registered as a formal business.
- Compliant with all relevant legal requirements for a wholesale or retail store.

**2.5 Additional Assignments to be Assessed Externally**

All evidence produced relating to the following workplace experience must be submitted for external assessment.

#### SECTION 4: STATEMENT OF WORK EXPERIENCE

<b>Curriculum Number:</b>	522301003
<b>Curriculum Title:</b>	Perishable Goods Replenisher

<b>Learner Details</b>	
<b>Name:</b>	
<b>ID Number:</b>	

<b>Employer Details</b>	
<b>Company Name:</b>	
<b>Address:</b>	
<b>Supervisor Name:</b>	
<b>Work Telephone:</b>	
<b>E-Mail:</b>	

**522301003-WM-01, Perishable Goods Department Replenishing, NQF Level 2, Credits 8**

WM-01-WE01	Work for a minimum of half a day in each of the following departments: Meat, fish, deli, handling finished products and performing cleaning , displaying, replenishing and temperature monitoring tasks		
	<b>Scope Work Experience</b>	Date	Signature
WA0101	Use, clean and store equipment used in the Meat, fish, deli, department		
WA0102	Identify food types, perishable goods and information from labels such as price, sell-by dates, use-by dates ensuring it corresponds with shelf-edge labels		
WA0103	Move goods from receiving/storage to sales area		
WA0104	Remove expired product from the chillers and freezers and move to disposal area		
WA0105	Prevent contamination of perishable goods and apply disposal procedure for contaminated or damaged food products		
WA0106	Handle, repackage and label perishable goods		
WA0107	Conduct price checks on minimum of 10 items to maintain price accuracy		
WA0108	Replenish (merchandise) perishable goods to maintain stock levels in freezers and chillers applying stock rotation and cold chain principles		
WA0109	Replenish perishable goods and maintain shelves with product according to a business packing wire diagram/planogram		
WA0110	Monitor and maintain required temperature in chillers and freezers by conducting daily temperature checks at set intervals		
WA0111	Respond to or escalate basic customer queries		
	<b>Supporting Evidence</b>	Date	Signature
SE0101	Attendance register		

SE0102	Production records or checklists		
WM-01-WE02	Work for a minimum of a full day in the fruit and veggie department, conducting displaying, quality checks, culling, removing expired product, pricing and labelling, replenishing and stock rotation, weighing (where applicable) tasks		
	<b>Scope Work Experience</b>	Date	Signature
WA0201	Apply active listening skills when handling customer queries		
WA0202	Handle a variety of customer queries in line with organisational processes and procedures		
WA0203	Escalate queries in line with organisational processes and procedures		
	<b>Supporting Evidence</b>	Date	Signature
SE0201	Documentary evidence confirming the learner has listened to the customer and understood their query when handling customer queries		
SE0202	Documentary evidence confirming the learner has followed organisational processes and procedures when handling a variety of customer queries for at least four (4) queries		
SE0203	Documentary evidence confirming that the learner has appropriately escalated queries they cannot solve in line with organisational requirements		
WM-01-WE03	Work for a minimum of half a day in each of the following departments: short shelf life goods and dairy department conducting displaying, quality checks, culling, removing expired product, pricing and labelling, replenishing and stock rotation tasks		
	<b>Scope Work Experience</b>	Date	Signature
WA0301	Apply active listening skills when handling customer queries		
WA0302	Handle a variety of customer queries in line with organisational processes and procedures		

WA0303	Escalate queries in line with organisational processes and procedures		
	<b>Supporting Evidence</b>	Date	Signature
SE0301	Documentary evidence confirming the learner has listened to the customer and understood their query when handling customer queries, signed off by the learner's supervisor		
SE0302	Documentary evidence confirming the learner has followed organisational processes and procedures when handling a variety of customer queries for at least four (4) queries, signed off by the learner's supervisor		
SE0303	Documentary evidence confirming that the learner has appropriately escalated queries they cannot solve in line with organisational requirements, signed off by the learner's supervisor		

	<b>Contextualised Workplace Knowledge</b>	Date	Signature
1	Organisational policies and procedures		
2	Company standards and compliance requirements		
3	Company floor plan and layout		
4	Company products and produce		
5	Company cold chain requirements and compliance standards		

	<b>Additional Assignments to be Assessed Externally</b>	Date	Signature
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**522301003-WM-02, Cold Chain Requirements Adherence, NQF Level 2, Credits 3**

WM-02-WE01	Perform deep cleaning of freezers, chillers and back areas twice during the period		
	<b>Scope Work Experience</b>	Date	Signature
WA0101	Apply relevant personal protective clothing		
WA0102	Empty the freezer or display unit		
WA0103	Strip the freezer or display unit of all loose parts		
WA0104	Clean the freezer, display unit and all loose parts using suitable chemicals		
WA0105	Reassemble the freezer or display unit		
WA0106	Maintain cold chain of items removed from the freezer or display case during the cleaning process		
WA0107	Repack the freezer or display case according to the planogram/wire diagram		
	<b>Supporting Evidence</b>	Date	Signature
SE0101	Attendance register		
SE0102	Cleaning reports and checklists		
WM-02-WE02	Count stock of a department/product range twice during the period		
	<b>Scope Work Experience</b>	Date	Signature
WA0201	Conduct a physical count of product ensuring accuracy as not to inflate or deflate stock		
WA0202	Differentiate where to count per unit or mass		
WA0203	Count bulk product (cases) vs single units ensuring using correct recording		
WA0204	Scan and count vs scan each item where you have multiple products on the same shelf (with different bar codes)		

WA0205	Reconcile physical stock counted with stock sheet and ensure that stock reconciliation variances are accounted for		
	<b>Supporting Evidence</b>	Date	Signature
SE0201	Attendance register		
SE0202	Stock count records		
WM-02-WE03	Maintaining a safe working environment		
	<b>Scope Work Experience</b>	Date	Signature
WA0301	Conduct a floor walk to check that the display area complies with housekeeping and safety requirements		
WA0302	Observe deviations from housekeeping and safety requirements		
WA0303	Take corrective action to address all deviations		
WA0304	Apply organisation policy and procedures for disposing of spoiled or contaminated merchandise		
WA0305	Identify and dispose of chemicals meeting food safety requirements		
WA0306	Alert the supervisor/SHE representative in the event of an accident/incident to a customer or team member		
	<b>Supporting Evidence</b>	Date	Signature
SE0301	Attendance register		
SE0302	Safety checklists/reports		

	<b>Contextualised Workplace Knowledge</b>	Date	Signature
1	Organisational policies and procedures		

2	Company standards and compliance requirements		
3	Company floor plan and layout		
4	Company products and produce		
5	Company cold chain requirements and compliance standards		

	<b>Additional Assignments to be Assessed Externally</b>	Date	Signature
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