256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800

www.qcto.org.za

SKILLS PROGRAMME
CURRICULUM DOCUMENT TEMPLATE
IN LINE WITH THE OQSF POLICY (2021) OCCUPATIONAL QUALIFICATION TYPE (NOMENCLATURE)

SKILLS PROGRAMME	TYPE (NOMENCLATURE)	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
Skills Programme	Skills Programme	Perishable Goods Replenisher	2	25

CURRICULUM CODE	118726-003-01-00			
PARTNER DETAILS	ORGANISATION NAME	WEBSITE ADDRESS	TELEPHONE NUMBER	LOGO
QUALITY PARTNER - DEVELOPMENT	W&RSETA	www.wrseta.org.za	(012) 622-9500	
QUALITY PARTNER – ASSESSMENT (NOT APPLICABLE FOR SKILLS PROGRAMME)	W&RSETA	www.wrseta.org.za	(012) 622-9500	

DESIGNATION	NAME AND SURNAME	SIGNATURE	DATE
SUBJECT MATTER EXPERT (SME)	Yolandi Booyens		16 April 2025
QUALITY PARTNER REPRESENTATIVE	Aphia Serumula		16 April 2025

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SECTION 1: CURRICULUM SUMMARY

1.1 Occupational Information:

1.1.1 Associated, Organising Framework for Occupations (OFO) Occupational Code and Title

118726: Sales Assistant (General)

1.1.2 Occupation/Specialisation/Part-Qualification/Skills Programme Type, Title, NQF Level, Credits and Curriculum Code, addressed by this Curriculum.

TYPE	TITLE	NQF LEVEL	CREDITS	CURRICULUM CODE
Skills Programme	Perishable Goods Replenisher	2	25	118726-003-01-00

1.1.3 Alternative titles used by industry:

Perishables Shelf Packer

Perishable Goods Packer

1.2 Curriculum Information:

1.2.1 Articulation for Qualifications and Part- Qualifications

NB: QCTO standard statements for options are provided and require qualification details to be inserted

- (a) Horizontal Articulation: This qualification articulates horizontally within the OQSF and between other sub-framework(s) as follows:

  N/A

Within OQSF -

- A qualification will be listed if there is any
  OR

- There are no horizontal articulation possibilities within the OQSF,
  - As …ID, title(s), NQF Level, Credits…qualification(s), which could provide a meaningful articulation route, have/has reached registration end date…give registration end date…
    OR
  - as there were no registered qualifications available at the time when this qualification was recommended for registration.
    OR
  - as the entry requirements are not met for …ID, specific title(s), NQF Level, Credits…qualification(s) which had been identified for possible articulation.

Between sub-frameworks -

- A qualification will be listed if there is any
  OR

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- There are no horizontal articulation possibilities between sub-frameworks,
  - as…ID, title(s), NQF Level, Credits…qualification(s), which could provide a meaningful articulation route, have/has reached registration end date…give registration end date…

OR

  - as there were no registered qualifications available at the time when this qualification was recommended for registration.

OR

  - as the entry requirements are not met for …ID, specific title(s), NQF Level, Credits…qualification(s) which had been identified for possible articulation.

(b) Vertical Articulation: This qualification articulates vertically within the OQSF as follows:

N/A

- A qualification will be listed if there is any

OR

- There are no vertical articulation possibilities within the OQSF,
  - as…ID, title(s), NQF Level, Credits…qualification(s), which could provide a meaningful articulation route, have/has reached registration end date…give registration end date…

OR

  - as there were no registered qualifications available at the time when this qualification was recommended for registration.

OR

  - as the entry requirements are not met for …ID, specific title(s), NQF Level, Credits…qualification(s) which had been identified for possible articulation.

(c) Diagonal Articulation: This qualification articulates diagonally across NQF levels and across Sub-Frameworks:

N/A

- A qualification will be listed if there is any

OR

- There are no diagonal articulation possibilities across Sub-Frameworks,
  - as…ID, title(s), NQF Level, Credits…qualification(s), which could provide a meaningful articulation route, have/has reached registration end date…give registration end date…

OR

  - as there were no registered qualifications available at the time when this qualification was recommended for registration.

OR

  - as the entry requirements are not met for …ID, specific title(s), NQF Level, Credits…qualification(s) which had been identified for possible articulation.

(d) Validation of Entry Requirements into articulation possibilities provided:

NB: If the entry requirements make articulation possible, answer YES.

N/A

1.2.2 Articulation for Skills Programmes

(a) Work Opportunities:

Retail sector (supermarket and grocery stores, convenience stores, specialty food stores), hospitality and food services (hotels and restaurants, catering companies, fast-food chains), warehousing and distribution (cold storage facilities, food distribution centres, logistics and supply chain companies), agriculture and food processing (fresh produce markets, dairy and meat processing plants), entrepreneurship opportunities (small business ownership, local market trading)

(b) Learning Opportunities:

99669: Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor) (NQF Level 3, 54 Credits)

118732: Occupational Certificate: Perishable Goods Department Coordinator (NQF Level 3, 54 Credits)

1.3 Curriculum Structure:

1.3.1 Knowledge/Theory Modules:

118726-003-00-KM-01, Perishable Goods, NQF Level 2, Credits 2

118726-003-00-KM-02, Cold Chain – and Hot Food Handling Principles and Technology, NQF Level 2, Credits 2

118726-003-00-KM-03, Perishable Goods Replenishment, NQF Level 2, Credits 1

118726-003-00-KM-04, Compliance with Food Safety and Legal Requirements, NQF Level 2, Credits 3

Total number of credits: 8

1.3.2 Practical Skills Modules:

118726-003-00-PM-01, Handle and Move Perishable Goods and Replenish Shelves According to Cold chain and hot counter replenishment Chain Requirements, NQF Level 2, Credits 4

118726-003-00-PM-02, Replenish Perishable Goods per Department, NQF Level 2, Credits 8

118726-003-00-PM-03, Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section, NQF Level 2, Credits 5

Total number of credits: 17

1.3.3 Work Experience Modules:

None

1.4 Entry Requirements:

NQF level 1

1.5 Recognition of Prior Learning (RPL):

1.5.1 RPL for Access:

NB: QCTO Standard Statement Provided
Learners may use the RPL process to gain access to training opportunities for a programme of learning, qualification, part-qualification or skills programme if they do not meet the formal, minimum

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entry requirements for admission. RPL assessment provides an alternative access route into a programme of learning, qualification, part-qualification, or skills programme.

Such an RPL assessment may be developed, moderated and conducted by the accredited Skills Development Provider which offers that specific qualification/part qualification/skills programme. Such an assessment must ensure that the learner is able to display the equivalent level of competencies required for access, based on the NQF level descriptors.

1.5.2 RPL for Exemption:

NB: QCTO Standard Statement Provided

For exemption from modules through RPL, learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification or skills programme through any means of formal, informal or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

1.5.3 RPL for awarding credits:

NB: QCTO Standard Statement Provided

Learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification or skills programme through any means of formal, informal or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

A valid Statement of Results is required for admission to the EISA in which confirmation of achievement is provided that all internal assessment criteria for all modules in the related curriculum document have been achieved.

For a **Skills Programme**, the accredited Skills Development Provider (SDP) must ensure all modular competency requirements are met prior to the FISA and keep record of such evidence.

Upon successful completion of the EISA/FISA, RPL learners will be issued with the QCTO certificate for the qualification, part-qualification or skills programme. Quality Partners are responsible for ensuring the RPL mechanism and process for qualifications and part-qualification is approved by the QCTO.

1.6 Quality Partner for Assessment:

NAME OF BODY:	W&R Seta
ADDRESS OF BODY:	Hennops House 1303, Heuwel Avenue (Cnr of Lenchen South and Heuwel, Centurion, Pretoria, 0157
WEBSITE:	www.wrseta.org.za
TELEPHONE NUMBER:	+27 (0) 12 622-9500

1.7 List of Qualification(s)/Part- Qualification(s)/Skills Programme(s) Related to this Curriculum

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SECTION 2: SKILLS PROGRAMME PROFILE

2.1 Purpose:

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

2.2 Tasks:

TASK	LINKS TO ELO
Handle, move and display perishable goods according to produce requirements and maintain cold chain and hot counter replenishment chain standards whereby minimising stock shrinkage.	Handle, move and display perishable goods according to produce requirements.
Prevent contamination and comply with safety and hygiene requirements in the perishable goods section.	Maintain cold chain and hot counter replenishment chain requirements and food safety standards to minimise stock shrinkage.
	Comply with occupational health and safety requirements.

2.3 Occupational Task Details:

2.3.1 Task 1

Handle, move and display perishable goods according to produce requirements and maintain cold chain and hot counter replenishment chain standards whereby minimising stock shrinkage.

(a) Unique Product or Service:

Maintained displays

(b) Responsibilities:

- Maintain product quality by following cold chain and hot counter replenishment chain procedures and handling protocols during receiving, storage, and replenishment of perishable goods.
- Minimise stock loss by monitoring expiry dates, rotating stock appropriately, and reporting damaged or spoiled items promptly.

(c) Contexts:

- Perishable goods department replenishing standards.

2.3.2 Task 2

Prevent contamination and comply with safety and hygiene requirements in the perishable goods section.

(a) Unique Product or Service:

Safety and hygiene compliance

(b) Responsibilities:

- Prevent contamination and comply with safety and hygiene requirements in the perishable goods section.

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- **Compliance with legal and regulatory standards.**

  (c) Contexts:

- Cold chain and hot counter replenishment chain requirements.

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

3.1 Knowledge Module Specifications:

NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-KM-01	Perishable Goods	2	2	Blended
118726-003-00-KM-02	Cold chain and hot counter replenishment Chain Principles and Technology	2	2	Blended
118726-003-00-KM-03	Perishable Goods Replenishment	2	1	Blended
118726-003-00-KM-04	Compliance with Food Safety and Legal Requirements	2	3	Blended

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3.1.1 Detailing Knowledge Module (KM) contents

Knowledge Module (KM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-KM-01	Perishable Goods	2	2	Blended

(a) Purpose of Knowledge Module:

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

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
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

(c) Detailing each topic listed above into topic elements:

KM-01-KT01: The wholesale and retail sector (10%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
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 and retail sector	
KT0104	Consumer profiles and shopping patterns	
KT0105	The various operational functions in wholesale and 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	

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

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Basic food groups	
KT0202	Different diets (These include, but are not limited to, religious requirements, vegan, vegetarian, low carb and diabetes)	
KT0203	Allergies (These include, but are not limited to, gluten, dairy, nut, and such)	
KT0204	Healthy eating such as balanced meals	
KT0205	Contamination (These include, but are not limited to, bacteria, moulds and pests)	

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

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Characteristics of products	
KT0302	Requirements for cold storage and handling	
KT0303	Requirements for hot storage and handling	
KT0304	Customer requirements	
KT0305	Types and cuts of meat	
KT0306	Types of fish and endangered species	
KT0307	Kinds of cheeses and other dairy products	

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

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
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	

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(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
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	
IAC0201	Identify types of basic products	
IAC0202	Describe products in terms of characteristics and requirements	
IAC0301	Identify types of specialised products	
IAC0302	Describe specialised products in terms of characteristics and requirements	
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	

Knowledge Module (KM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-KM-02	Cold - and Hot counter replenishment Principles and Technology	2	2	Blended

(a) Purpose of Knowledge Module:

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.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-02-KT01	Cold chain principles and rules	3
KM-02-KT02	Hot counter replenishment principles and rules	2
KM-02-KT03	Technology used in the retail and wholesale sector	5
KM-02-KT04	On-line shopping	5
KM-02-KT05	Labelling and weighing of perishable foods	5

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(c) Detailing each topic listed above into topic elements:

KM-02-KT01: Cold chain principles and rules (3%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
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	

KM-02-KT02: Hot counter replenishment procedure (2%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	The concept of the hot counter replenishment	
KT0202	Safe temperature ranges	
KT0203	Temperature monitoring and recording	
KT0204	Holding time limits	
KT0205	Cross-contamination and equipment hygiene	

KM-02-KT03: Technology used in the retail and wholesale sector (5%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Marking and labelling equipment	
KT0302	Scanners	
KT0303	Weighing equipment and calibration	
KT0304	Packaging material	

KM-02-KT04: On-line shopping (5%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Technology and equipment	
KT0402	Picking and packing	
KT0403	Transportation requirements	

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TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0404	Order fulfilment	
KT0405	Order deployment	

KM-02-KT05: Labelling and weighing of perishable foods (5%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Importance of accuracy	
KT0502	Information required on the label	
KT0503	Label maintenance	
KT0504	Legal requirements (CPA, Food Handling Regulation) in respect of labelling and packaging of foods	

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Demonstrate a basic understanding of the cold chain principles and hot counter replenishment procedures	
IAC0102	Explain the effect of not maintaining correct temperatures and records	
IAC0103	Justify the importance of continuous monitoring and maintaining temperatures	
IAC0201	Discuss the increased risk of cross-contamination and equipment hygiene at higher temperatures	
IAC0301	Analyse the safe use of equipment and the correct preparation of equipment	
IAC0401	Define the concept of on-line shopping	
IAC0402	Analyse the implications of on-line shopping on perishable goods	
IAC0501	List all information to be included in the label	
IAC0502	Justify the importance of information accuracy and label maintenance	
IAC0503	Discuss legal requirements related to accuracy of information	

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Knowledge Module (KM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-KM-03	Perishable Goods Replenishment	2	1	Blended

(a) Purpose of Knowledge Module:

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

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
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

(c) Detailing each topic listed above into topic elements:

KM-03-KT01: Store layout (5%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Merchandising instructions (These include, but are not limited to, the definition, purpose and information of planograms, wire diagrams, and such)	
KT0102	Various areas (These include, but are not limited to, store, floor, aisle chiller, hot counters and freezer lay-out)	
KT0103	Basic principles of store layout	
KT0104	Grouping and layout of stocks in hot counters, chillers and freezers	
KT0105	Requirements for signage such as visibility, size and safety	

KM-03-KT02: Stock replenishment (5%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Displaying perishable goods	
KT0202	Stacking specifications	

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KT0203	Replenishment rules, methods and procedures	
KT0204	Stock rotation requirements	
KT0205	Counting, tallying and recording stock	
KT0206	Stock reports	
KT0207	Identifying over-stocks and stock shortages	
KT0208	Requirements and equipment used to move, store and stack stock	

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

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
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	

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

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Customer service and customer satisfaction	
KT0402	Personal appearance	
KT0403	Greeting customers	
KT0404	Communicating with customers (responding to queries)	
KT0405	Escalating queries	

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Define merchandising instructions and explain its functions	

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IAC0102	Describe store layout and placement of hot counters, chillers and freezers with reference to various areas and functions	
IAC0103	Evaluate signage requirements	
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	
IAC0301	Explain the concept of shrinkage and how it impacts on the 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	
IAC0401	Justify basic principles of customer service and customer satisfaction	
IAC0402	Analyse the effect of personal appearance and hygiene on the store and customers	

Knowledge Module (KM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-KM-04	Compliance with Food Safety and Legal Requirements	2	3	Blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of cold chain and hot counter replenishment procedures and food safety in the perishable goods section in order to achieve and maintain legal and regulatory compliance.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
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

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(c) Detailing each topic listed above into topic elements:

KM-04-KT01: Food safety requirements (10%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Legislative requirements	
KT0102	Contamination	
KT0103	Various forms of micro-organisms that affect food	
KT0104	Sources of micro-organisms and how they spread	
KT0105	Critical control points for food contamination	
KT0106	Measures to prevent contamination of food	
KT0107	Pests	
KT0108	The effects of unsafe food on customer service and the organisation	

KM-04-KT02: Waste and disposal of food products (5%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
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	

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

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Legislative requirements	
KT0302	Personal hygiene	
KT0303	Work area hygiene	
KT0304	Equipment hygiene	
KT0305	Human biological and chemical contamination	

KM-04-KT04: Workplace Safety (5%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT

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KT0401	Applicable aspects of health, safety and environmental legislation	
KT0402	Protective clothing requirements	
KT0403	Handling and storing of cleaning chemicals and equipment	
KT0404	Generally accepted safety responses (These include, but are not limited to, incidents, robberies, accidents, spillage, injuries, racking and stacking, marking and displaying merchandise and such)	
KT0405	Incident –, equipment status and accident reporting	

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
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	
IAC0201	Define waste in the perishable goods section	
IAC0202	Explain the legal requirements for the disposal of food products	
IAC0301	Argue the importance of and reasons for personal hygiene	
IAC0302	Argue the importance of work area hygiene and methods to maintain it	
IAC0401	Argue the concepts compliance and non-compliance	
IAC0402	List personal protective clothing requirements	
IAC0403	Discuss the importance of handling and storing cleaning chemical and equipment correctly.	
IAC0404	Explain the importance of following generally accepted safety guidelines in relation to the customer and team members.	
IAC0405	List examples of incidents and / or accidents that could be reported on.	
IAC0406	Explain why it is important to report on faulty equipment.	

3.1.2 Criteria for accreditation

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Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	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.
CONSUMABLES	Handouts and stationery.

ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	Audiovisual equipment and all other equipment are conducive to a wholesale and retail environment. Checklists as per industry standards. Visual representation of the correct way of providing the perishable goods.
CONSUMABLES	Handouts and stationery.

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators must have relevant industry and facilitation experience related to the subject.
FACILITATOR/LEARNER RATIO	1 to 30

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	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.
ASSESSOR/LEARNER RATIO	1 to 30

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Registered as a provider. A legal business entity. Meet health and safety standards

ASSESSMENT CENTRE	

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QUALIFICATIONS & EXPERIENCE	Registered as an assessment centre.
	A legal business entity.
	Meet health and safety standards

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE
None

3.1.3 Exemptions

None

3.2 Practical Skill Module (PM) Specifications:

NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-PM-01	Handle and Move Perishable Goods and Replenish Shelves According to Cold Chain and Hot Counter Replenishment Requirements	2	4	Blended
118726-003-00-PM-02	Replenish Perishable Goods per Department	2	8	Blended
118726-003-00-PM-03	Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section	2	5	Blended

3.2.1 Detailing Practical Module (PM) contents

Practical Module (PM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-PM-01	Handle and Move Perishable Goods and Replenish Shelves According to Cold Chain and Hot Counter Replenishment Requirements	2	4	Blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to apply the correct handling, transportation, and storage of temperature-sensitive products to ensure compliance with cold chain and hot counter replenishment protocols.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
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 hot counters, 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 hot counters, freezers and chillers

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PM-01-PS06	Count stock for stock taking purposes
PM-01-PS07	Respond to basic customer queries and escalate queries

(c) Scope of each Practical Skill Activity:

PM-01-PS01: Identify food types, perishable goods and information from labels such as price, sell-by dates, use-by dates	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
Given a scenario, case study, visual presentation, an / or a simulated environment, including 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:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
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

PM-01-PS02: Monitor and maintain required temperature in hot counters, chillers and freezers	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a scenario, case study, visual presentation, an / or a simulated environment, including a log sheet, different hot counters, cooler units (freezer, chillers, ambient areas) with gauges/temperature probe, ambient, hot and frozen product types (which could be pictures) the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0201	Identify appropriate hot counters, chillers and freezers according to perishable food types
PA0202	Differentiate between ambient, hot and frozen product temperature ranges
PA0203	Identify legally required temperature ranges of hot counters, chillers and freezers according to perishable food types
PA0204	Take and record temperature readings to monitor legal compliance throughout the day
PA0205	Respond to fridge alarms according to workplace procedures by notifying the controller

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PM-01-PS03: Move perishable goods from receiving/storage to sales area	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a scenario, case study, visual presentation/pictures, an / or a simulated environment, including dollies, pallets, pallet jacks, cages, totes and products, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0301	Lift heavy objects taking the correct physical position and apply safe ergonomic stance
PA0302	Use 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 and hot counter replenishment requirements when moving and packing goods

PM-01-PS04: Handle, repackage and label perishable goods	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a scenario, case study, visual presentation, an / or a simulated environment, including packaging, wrapping machines, bags, ties, product labels, vita film, scale, visual presentations (could include visit to suppliers) and products, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0401	Use equipment to move goods
PA0402	Apply safety requirements related to moving goods
PA0403	Adhere to basic ergonomic principles
PA0404	Apply packing and stacking requirements of perishable goods
PA0405	Comply with cold chain and / or hot counter replenishment requirements for perishable goods

PM-01-PS05: Replenish perishable goods to maintain stock levels in hot counters, freezers and chillers	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a scenario, case study, visual presentation, and / or a simulated environment, including merchandising instructions (such as wire diagram/planogram), a list of perishable goods, out-of-stock perishable goods and substitution policy, and perishable goods display areas including hot	

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counters, freezers, chillers and ambient displays and stock storage areas, and labelling, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0501	Do a physical check on hot counters, display freezers, chillers, ambient display area to identify stock shortages
PA0502	Pick the stock from the stock storage area
PA0503	Replenish stock and apply labels, where applicable
PA0504	Apply the substitution rule to fill gaps, according to business policy
PA0505	Ensure the merchandising instructions (such as planogram/wire diagram) are applied
PA0506	Ensure the shelf-edge price corresponds with goods price

PM-01-PS06: Count stock for stock taking purposes
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a scenario, case study, visual presentation, an / or a simulated environment, including stationary, scanner, calculator, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
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)

PM-01-PS07: Respond to basic customer queries and escalate queries
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a scenario, case study, visual presentation, an / or a simulated environment, including, role play, copy of the policy and procedure document, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0701	Demonstrate correct behaviour in handling a customer query
PA0702	Decide when to escalate the query

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(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLDEGE CODE	APPLIED KNOWLEDGE
AK0101	Reading and writing skills
AK0102	How to use scanners and other electronic equipment used to label perishable goods
AK0201	Reading and writing skills
AK0202	How to use (hot counter replenishment and / or cold chain) measuring equipment
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 and hot counter replenishment requirements for perishable goods
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 and hot counter replenishment requirements for perishable goods
AK0501	Reading and writing skills
AK0502	Merchandising instructions (for example Planogram/wire diagrams)
AK0503	Cold chain and hot counter replenishment requirements
AK0504	Legal requirements related to perishable goods
AK0505	Packing and stacking requirements of perishable goods types
AK0601	Reading, writing and numeracy skills
AK0602	Stock counting procedures and methods
AK0603	Stock counting equipment (i.e. scanners)
AK0701	Communication skills
AK0702	Consumer Protection Act
AK0703	Food Hygiene Legislation
AK0704	Policies related to customer care

(e) Internal Assessment Criteria (IAC)

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IAC CODE	IAC DESCRIPTION
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
IAC0201	Take temperature readings using the appropriate devices or equipment
IAC0202	Maintain legal compliance throughout the shift by regular temperature monitoring and recording according to perishable food types and responding to alarms
IAC0301	Move perishable goods using appropriate equipment for the task
IAC0302	Adhere to staking limits
IAC0303	Maintain cold chain and hot counter replenishment requirements when moving perishable goods whereby preventing damage, shrinkage and loss
IAC0304	Handle, lift and move objects according to safety requirements
IAC0401	Handle and package perishable goods, which may be sensitive without causing bruising or other damage
IAC0402	Use weighing equipment and read weights
IAC0403	Attach price and product description labels showing correct information in compliance with legislation
IAC0501	Use a stock report to make decisions on over- or stock shortages
IAC0502	Use a merchandising instruction to replenish an empty shelf
IAC0503	Conduct a final check to ensure shelf-edge price labels correspond with replenished stock
IAC0601	Apply the appropriate procedure and use appropriate equipment during stock count procedures
IAC0602	Record stock count information accurately and diligently
IAC0701	Handle a customer query by taking appropriate action
IAC0702	Interaction with the customer complies with company policy

Practical Module (PM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-PM-02	Replenish Perishable Goods per Department	2	8	Blended

(a) Purpose of the Practical Skills Module:

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The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to replenish perishable goods and maintain cold chain -, ambient - and <mark>hot counter replenishment</mark> requirements in the various departments.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-02-PS01	Evaluate and replenish meat, fish and deli products
PM-02-PS02	Assess and ensure qualify of fruit and vegetables
PM-02-PS03	Ensure high quality short shelf-life goods and dairy products
PM-02-PS04	Ensure high quality hot counter replenishment and ambient products

(c) Scope of each Practical Skill Activity:

PM-02-PS01: Evaluate and replenish meat, fish and deli products	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
Given a set of roleplay scenarios, a case study or a visual presentation comprising of situations pertaining to the upkeep of meat, fish and deli products, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0101	Use, clean and store equipment used in the meat, fish, deli, department
PA0102	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
PA0103	Move goods from receiving/storage to sales area
PA0104	Remove expired product from the chillers and freezers and move to disposal area
PA0105	Prevent contamination of perishable goods and apply disposal procedure for contaminated or damaged food products
PA0106	Handle, repackage and label perishable goods
PA0107	Conduct price checks on minimum of 10 items to maintain price accuracy
PA0108	Replenish (merchandise) perishable goods to maintain stock levels in freezers and chillers, applying stock rotation and cold chain principles
PA0109	Replenish perishable goods and maintain shelves with product according to a business packing merchandising instruction
PA0110	Monitor and maintain required temperature in chillers and freezers by conducting daily temperature checks at set intervals

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PA0111	Respond to or escalate basic customer queries

PM-02-PS02: Assess and ensure qualify of fruit and vegetables

PRACTICAL SKILL ACTIVITY SCOPE OUTLINE

Given a set of roleplay scenarios, a case study or a visual presentation comprising of situations pertaining to the displaying, quality checks, culling, removing expired product, labelling, replenishing and stock rotation, weighing of fruit and vegetables, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Conduct a visual inspection (These include, but are not limited to, freshness, spoilage indicators, physical damage, and such)
PA0202	Sort and grade produce (These include, but are not limited to, size, quality, ripeness, separating damaged or substandard items, and such)
PA0203	Check packaging and labelling (These include, but are not limited to, packaging integrity, expiry date, country of origin, storage instructions, and such)
PA0204	Monitor storage conditions (These include, but are not limited to, proper refrigeration or ambient setting, rotate stock, and such)
PA0205	Report and handle defective stock, dispose of or return non-compliant goods, and such

PM-02-PS03: Ensure high quality short shelf-life goods and dairy products

PRACTICAL SKILL ACTIVITY SCOPE OUTLINE

Given a set of roleplay scenarios, a case study or a visual presentation comprising of situations pertaining to the displaying, quality checks, culling, removing expired product, labelling, replenishing and stock rotation of short shelf-life goods and dairy products, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Inspect product quality (These include, but are not limited to, visible defects, texture, consistency, freshness, and such)
PA0302	Check expiry dates and rotation
PA0303	Monitor storage conditions (These include, but are not limited to, refrigeration and temperature control, separating raw and processed goods, humidity, and such)
PA0304	Handle and replenish stock (These include, but are not limited to, preventing damage, restocking shelves, maintaining packaging integrity, and such)
PA0305	Identify and report defective or compromised products

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| PM-02-PS04: | Ensure high quality hot counter replenishment and ambient products |

PRACTICAL SKILL ACTIVITY SCOPE OUTLINE

Given a set of roleplay scenarios, a case study or a visual presentation comprising of situations pertaining to the displaying, quality checks, temperature maintenance, removing expired product, labelling, replenishing and stock rotation of hot counter replenishment and ambient products, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Check product quality and temperature before replenishing hot and ambient counters.
PA0402	Replenish counters promptly with correctly rotated stock to maintain freshness and availability.
PA0403	Clean display surfaces and equipment regularly to uphold hygiene and presentation standards.
PA0404	Label products accurately with dates, times, and product information to ensure compliance.
PA0405	Check product quality and temperature before replenishing hot and ambient counters.

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLDEGE CODE	APPLIED KNOWLEDGE
AK0101	Product quality and freshness indicators
AK0102	Storage temperatures for cold chain management
AK0103	Expiry dates and stock rotation
AK0104	Safe handling and hygiene practices
AK0105	Packaging and labelling compliance
AK0106	Waste management and reporting principles
AK0201	Product quality and freshness indicators
AK0202	Common defects and spoilage for fruit and vegetables
AK0203	Stock rotation and expiry management
AK0204	Hygiene and food safety compliance
AK0205	Packaging and labelling requirements
AK0206	Customer service and presentation

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AK0301	Milk and dairy, baked foods, deli meats and packaged food quality and freshness indicators
AK0302	Expiry date and stock rotation
AK0303	Handling and hygiene best practices
AK0304	Packaging and labelling compliance
AK0305	Waste management and reporting
AK0306	Customer service and display presentation
AK0401	Hot and ambient food quality and freshness indicators
AK0402	Expiry date and stock rotation
AK0403	Handling and hygiene best practices
AK0404	Packaging and labelling compliance
AK0405	Waste management and reporting
AK0406	Customer service and display presentation

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Identify and assess freshness indicators such as colour, texture, and odour for meat, fish, and deli products.
IAC0102	Detect signs of spoilage (e.g., sliminess, discoloration, off-putting smell) and separates non-compliant stock.
IAC0103	Ensure that packaging integrity is maintained, checking for leaks, tears, or damage.
IAC0104	Verify and record expiry and best-before dates, removing expired or near-expiry products according to store policies.
IAC0105	Ensure that restocked products are properly arranged for easy customer access and minimal handling.
IAC0106	Maintain personal hygiene (These include, but are not limited to, clean hands, gloves, protective clothing) and follows food safety protocols.
IAC0107	Ensure that storage temperatures meet regulatory requirements (e.g., fresh meat: 0-5°C, frozen meat: -18°C or lower).
IAC0108	Keep work areas, storage units, and display shelves clean and sanitised, preventing cross-contamination between raw and ready-to-eat products.
IAC0201	Identify and assess freshness indicators (These include, but are not limited to, colour, firmness, texture, and smell to determine the quality of fruit and vegetables).

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IAC0202	Detect signs of spoilage or defects (These include, but are not limited to, bruising, mould, wilting, dehydration) and removes non-compliant stock.
IAC0203	Ensure that produce is free from contamination, including pests, foreign objects, or excessive dirt.
IAC0204	Handle and replenish produce carefully to prevent damage, ensuring that stacking and arrangement allow for proper airflow and presentation.
IAC0205	Maintain storage conditions appropriate for different types of produce (These include, but are not limited to, refrigeration for leafy greens, room temperature for bananas).
IAC0301	Inspect short shelf-life goods and dairy products for freshness indicators (These include, but are not limited to, colour, texture, odour, and packaging integrity).
IAC0302	Identify and remove expired or near-expiry products by checking expiry and best-before dates according to store policies.
IAC0303	Ensure that all products are properly labelled (These include, but are not limited to, correct expiry dates, batch numbers, and storage instructions).
IAC0304	Ensure proper storage temperatures (e.g., milk and dairy at 2-5°C, chilled ready-to-eat foods at 0-5°C) to prevent spoilage.
IAC0305	Maintain hygiene and food safety standards by keeping storage and display areas clean, organised, and free from contamination.

Practical Module (PM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118726-003-00-PM-03	Prevent Contamination and Comply with Safety and Hygiene Requirements in the Perishable Goods Section	2	5	Blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to acquire the skills and competencies to maintain food safety and hygiene in the perishable goods section and prevent contamination, shrinkage and losses.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-03-PS01	Maintain a safe and compliant working area
PM-03-PS02	Prevent contamination of perishable goods and apply disposal procedure for contaminated or damaged food products

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PM-03-PS03	Use, clean and store equipment used in the perishable goods department
PM-03-PS04	Perform deep cleaning of <mark>display units</mark> and back areas

(c) Scope of each Practical Skill Activity:

PM-03-PS01: Maintain a safe and compliant working area	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
Given a scenario, case study, visual presentation, and / or a simulated environment, of a 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:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0101	Identify and apply appropriate PPC to the working situation / condition
PA0102	Apply personal hygiene procedures to maintain hygiene standards at all times
PA0103	Identify hazardous objects / products and potential hazards
PA0104	Identify and apply safety and emergency signs
PA0105	Identify and apply safety equipment appropriate to the situation

PM-03-PS02: Prevent contamination of perishable goods and apply disposal procedure for contaminated or damaged food products	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a scenario, case study, visual presentation, and / or a simulated environment, of contaminated food products and pests, policy and procedure document, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0201	Identify pests and other contaminants
PA0202	Segregate contaminated goods
PA0203	Identify and dispose of non-compliant perishable products (These include, but are not limited to, food products that have reached expiry dates, damaged packages, spoiled food due to fridge break down, cold chain requirements not maintained, notification from head office, product defects, quality decline, contaminated products, separation of various products, supplier recalls, not fit for human consumption, and such)
PA0204	Apply legal requirements for the disposal of food

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PM-03-PS03: Use, clean and store equipment used in the perishable goods department	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a scenario, case study, visual presentation, and / or a simulated environment including a scale, products / goods, bags, scale labels, temperature probes, temperature equipment as per product requirements, 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:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0301	Use weighing equipment and weigh perishable goods
PA0302	Use equipment for moving perishable goods applying the required time factor
PA0303	Measure and record appropriate temperature readings as per product requirements
PA0304	Use cleaning equipment and chemicals
PA0305	Clean spillages using correct disposal measures

PM-03-PS04: Perform deep cleaning of display units and back areas	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a scenario, case study, visual presentation, and / or a simulated environment including access to a hot counter, ambient display, fridge, freezer (visual presentation or physical), cleaning chemicals, personal protective clothing (PPC), cleaning equipment, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
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 merchandising instruction

(d) Applied Knowledge that underpins the Practical Skill

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APPLIED KNOWLDEGE CODE	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)
AK0201	Reading and writing skills
AK0202	Cold chain – and hot counter replenishment requirements
AK0203	Legal requirements related to perishable goods
AK0301	Types of equipment
AK0302	Cleaning procedures and chemicals used
AK0303	Equipment usage requirements

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
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 team members
IAC0104	Identify safety signs and describe respective purposes
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
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
IAC0401	Strip a display unit, clean and reassemble components in compliance with safety and hygiene requirements
IAC0402	Use the correct deep cleaning process and chemicals
IAC0403	Apply cold chain and hot counter replenishment requirements during the cleaning procedure

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IAC0404	Remove, store and repack content of the display unit after the cleaning procedure and meet requirements of the merchandising instructions

3.2.2. Criteria for accreditation

Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Audiovisual equipment and all other required equipment
	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
CONSUMABLES	Handouts and stationery

ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	Audiovisual equipment and all other required equipment
	A scenario, case study, visual presentation, and / or 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 an assessment environment)
CONSUMABLES	Handouts and stationery

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators must have relevant knowledge and exposure to interacting with different types of customers and presenting a professional image in a wholesale and retail environment
FACILITATOR/LEARNER RATIO	1 to 30

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<table>
<tr><td colspan="2" align="center">**ASSESSMENT CENTRE**</td></tr>
<tr><td>**QUALIFICATIONS & EXPERIENCE**</td><td>Assessors must have relevant industry experience related to the subject.

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.</td></tr>
<tr><td>**ASSESSOR/LEARNER RATIO**</td><td>1 to 30</td></tr>
</table>

Legal Requirements:

<table>
<tr><td colspan="2" align="center">**SKILLS DEVELOPMENT PROVIDER (SDP)**</td></tr>
<tr><td>**QUALIFICATIONS & EXPERIENCE**</td><td>Registered as a provider.

A legal business entity.

Meet health and safety standards.</td></tr>
<tr><td>**FACILITATOR/LEARNER RATIO**</td><td>1 to 30</td></tr>
</table>

<table>
<tr><td colspan="2" align="center">**ASSESSMENT CENTRE**</td></tr>
<tr><td>**QUALIFICATIONS & EXPERIENCE**</td><td>Registered as an assessment centre.

A legal business entity.

Meet health and safety standards.</td></tr>
<tr><td>**ASSESSOR/LEARNER RATIO**</td><td>1 to 30</td></tr>
</table>

Additional Requirements:

<table>
<tr><td colspan="2" align="center">**SKILLS DEVELOPMENT PROVIDER (SDP)**</td></tr>
<tr><td>None</td><td></td></tr>
</table>

<table>
<tr><td colspan="2" align="center">**ASSESSMENT CENTRE**</td></tr>
<tr><td>None</td><td></td></tr>
</table>

3.2.3 Exemptions

None

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