



QCTO SKILLS PROGRAMME DOCUMENT

IN LINE WITH QQSF POLICY (2021) OCCUPATIONAL QUALIFICATION TYPE (NOMENCLATURE)

QUALIFICATION /PART-QUALIFICATION /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 TO SKILLS PROGRAMME)	W&RSETA	www.wrseta.org.za	(012) 622-9500	
NB: - QUAL ID AND LIFE SPAN FOR QUALIFICATION(S)/PART-QUALIFICATION(S) TO BE COMPLETED BY SAQA - SKILLS PROGRAMME ID AND LIFE SPAN TO BE COMPLETED BY QCTO				

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1. QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME DETAILS

Add additional space/table lines as is required

1.1 Sub-Framework: Occupational Qualifications Sub-Framework

OQSF

1.2 Type (Nomenclature):

1.2.1 Specify if this is a Qualification/Part-Qualification/Skills Programme

NB: Credit value of more than 120 and above is a Qualification.

Credit value of less than 120 credits is a Part-Qualification

Skills Programme 8 – 60 credits

Skills Programme

1.2.2 Type: (Nomenclature) e.g. Advanced Occupational Certificate)

NB: For Part-Qualification use Occupational Certificate as Qualification Nomenclature

Skills Programmes use Skills Programme, as nomenclature.

Skills Programme

1.3 Title Descriptor:

State the Occupation, Specialisation, context or Skills Programme context

Perishable Goods Replenisher

1.4 NQF Level:

2

1.5 Credits:

25

1.6. Organising Field and Sub-field:

NB: Not Applicable to Skills Programmes

1.6.1 Organising Field:

Field 11 - Services

1.6.2 Organising Sub-Field:

Wholesale and Retail

1.7 QCTO Curriculum Code:

118726-003-01-00

1.8 Originator/Quality Partner (QP) – Development/Assessment

1.8.1 Quality Partner (Qualifications Development):

W&RSETA

1.8.2 Quality Partner (Assessment):

NB: Not Applicable to Skills Programmes

W&RSETA

1.9 Replacement

For the Replacement of Registered Occupational/Historical Qualifications/Unit Standards (US) and/or Learning Programmes (LP)/ QCTO/SETA Approved Skills Programmes, list details below:

This qualification replaces:

SAQA QUAL/US/LP ID OR QCTO/SETA APPROVAL ID	QUALIFICATION TITLE	Pre-2009 NQF Level	CURRICULUM CODE (if Occupational)	NQF LEVEL	MIN. CREDITS
N/A					

If there are no qualifications or learning programmes that must be replaced, then state that this qualification does not replace any other qualification, and no other qualification replaces it.

2. RATIONALE

2.1 The need for the Qualification, Part-Qualifications/Skills Programmes

Cold chain principles and compliance with food safety requirements in the perishable goods department of wholesalers and retailers are becoming increasingly crucial to customers. Efficient food cold chain logistics improve the shelf life of food. Wholesale and Retail outlets undergo regular external audits to ensure compliance with legislation and international standards, and non-compliance has a detrimental effect on the profitability and existence of such outlets.

Within this context, it is critical for wholesale and retail staff, specifically the Perishable Goods Replenisher, to be well trained in cold chain principles and to acquire the knowledge and skills to achieve and maintain cold chain compliance ensuring that food safety requirements are consistently met and maintained. The stakeholders in various regions within wholesale and retail industry supported and endorsed the development process of this qualification.

2.2 Similar Qualification(s), Part-Qualifications/Skills Programmes

List similar Qualification(s), Part-Qualifications/Skills Programmes, already NQF registered/ QCTO approved:

N/A

2.3 Benefit to the sector, society and the economy:

This Skills Programme will not only impact on the learners who complete it, but will also impact on society and the economy. The Skills Programme will enhance workforce competence by equipping employees with the skills to handle, move, and display perishable goods effectively. Stock losses will furthermore be reduced through proper cold chain management, stock rotation and handling techniques, safety standards will be improved by increased focus on

hygiene requirements, storage and contamination prevention regulations. This will lead to increased customer satisfaction and contribute to the sustainability of the business.

The benefits of the Skills Programme to Society involve the active prevention of contamination and spoilage, a reduction in food waste, increased employment opportunities for entry-level staff, and the promotion of responsible consumption standards.

The Economy benefits through a strengthened retail and food supply chain, increased productivity and profitability, increased focus on workforce development and career progression, government initiative support and the attraction of investment in the food and retail industries.

2.4 Typical learners:

The typical learners to enrol for this qualification are Shelf Fillers in retail or wholesale and retail stores as well as other employees who worked in the sector without formal recognition of skills and competencies acquired through on the job training, as well as school leavers. This Skills Programme presents an opportunity for the learner to acquire competencies and the ability to attend to food safety and cold chain compliance in support of customer satisfaction. The competencies will prepare the learner to gain access to the Perishable Goods Department Coordinator position responsible for teams and management in a wholesale or retail outlet.

2.5 Relation to Occupation(s) and/or Profession(s)

2.5.1 Occupation(s) related:

2.5.1.1 Collaboration with relevant stakeholders:

Retail and Supermarket Staff, Supply Chain and Logistics Professionals, Food Safety and Quality Assurance Experts, Finance and Inventory Management, External Stakeholders and Regulatory Bodies.

2.5.1.2 List typical occupations in which the qualifying learner will operate (if relevant)

Shelf Replenisher, Stock Controller, Merchandiser, Sales Assistant, Store Assistant, Cold Storage Operator, Warehouse Assistant (Perishables), Food Safety and Hygiene Assistant, Distribution Centre Worker, Delivery Driver (Perishables), Receiving and Dispatch Clerk, Deli Assistant, Butchery Assistant, Bakery Assistant, Fishmonger Assistant, Supplier Representative.

2.5.2 Profession(s) related:

2.5.2.1 Collaboration with relevant stakeholders:

Checkout Operator, Cash Office Clerk, Store Manager, Sales Assistant, Visual Merchandiser, Shelf Replenisher, Customer Service Representative, Warehouse Manager, Store Person, Cold Storage Operator, Delivery Driver, Logistics Coordinator, Food Safety Officer, Quality Control Inspector, Hygiene Officer, Butchery Assistant, Deli Assistant,

Fishmonger, Operations Manager, Inventory Control Manager, Purchasing Manager, Compliance Officer, Environmental Health Officer, End-user (Customer), Perishable Goods Department Coordinator, Merchandiser, Supplier Representative, Food Hygienist.

2.5.2.2 List typical professions in which the qualifying learner will operate (if relevant)

Store Manager, Assistant Store Manager, Inventory Control Manager, Supermarket Manager, Food Safety Officer, Quality Control Inspector, Hygiene Officer, Cold Storage Operator, Warehouse Manager, Receiving Clerk, Logistics Coordinator, Butchery Assistant, Bakery Assistant, Deli Assistant, Fishmonger, Sales Assistant, Customer Service Representative, Operations Manager, Purchasing Manager, Store Assistant, Environmental Health Officer, Compliance Officer, Supplier Representative, Store Person.

3. PURPOSE

3.1 Benefit the learners:

The purpose of this Skills Programme is to qualify the learner as a Perishable Goods Replenisher

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

The Skills Programme will serve to equip qualifying learners with the fundamental knowledge, skills and attitude necessary to:

- Handle, move and display perishable goods according to produce requirements.
- Maintain cold chain requirements and food safety standards to minimise stock shrinkage.
- Comply with occupational health and safety requirements.

3.2 What the qualification or part-qualification intends to achieve:

i.e. what the qualifying learner will know, do and understand after achievement;

Qualified learners will be employed in the wholesale and retail sector at stores, which range from distribution centres, cooperation shops, dark shops, dark kitchens (on-demand hubs), pop-up shops, factory shops, warehouse stores, supermarkets, speciality stores, department stores, spaza shops, farmers markets, butcheries, dairies, convenience stores, and such. The retail industry will benefit through skilled employees who are trained to maintain the cold chain, improve food safety, and the shelf life of food products in a wholesale or retail outlet.

3.3 Typical Graduate attributes

1. Technical proficiency in cold chain management, stock rotation and product handling
2. Attention to detail
3. Quality assurance
4. Precision replenishment
5. Time management
6. Meeting deadlines
7. Communication
8. Customer engagement
9. Problem-solving
10. Adaptability
11. Health and safety awareness
12. Teamwork and collaboration
13. Work ethic
14. Customer-centric
15. Adaptability to technology
16. Environmental awareness
17. Sustainability practices
18. Personal hygiene

4. ENTRY REQUIREMENTS

NQF level 1

5. RECOGNITION OF PRIOR LEARNING (RPL)

5.1 RPL for Access to Training:

NB: QCTO Standard Statement

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 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.

5.2 RPL for Access to the External Integrated Summative Assessment (EISA):

NB: QCTO Standard Statement

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.

6. RULES OF COMBINATION

6.1 Components:

KNOWLEDGE/THEORY COMPONENT

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

State compulsory modules:

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 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

Total credits of the selected modules = 8

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

Category A

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

Total credits of the selected modules =

Category B

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

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Total credits of the selected modules =

APPLICATION COMPONENT

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

- For Qualifications, the Application Component includes compulsory Practical Skills Modules and Work Experience/Work Based Learning Modules.
- For Part-Qualifications, the Applications Component includes Practical Skills Modules and/or Work Experience/Work Based Learning Modules.
- For Skills Programmes, the Application Component includes Practical Skills Modules.

APPLICATION SKILLS MODULE(S)

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

State compulsory modules:

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 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

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

Category A

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

Total credits of the selected modules = 20

Category B

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

Total credits of the selected modules =

WORK EXPERIENCE MODULES

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

State compulsory modules:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

Category A

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

Total credits of the selected modules =

Category B

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

Total credits of the selected modules =

State compulsory modules:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

Category A

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

Total credits of the selected modules =

Category B

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY

Total credits of the selected modules =

6.2 Soft Skills Included:

Indicate if 5% -10% of soft skills is included and give location notes on the modules where this is found:

3 credits value/ 10% of soft skill(s) is/are included in 118726-003-00-KM-03, 118726-003-00-PM-01

6.3. Foundational Learning:

Indicate if foundational learning and give location notes on the modules where this is found:

N/A

7. EXIT LEVEL OUTCOMES (ELO) AND ASSOCIATED ASSESSMENT CRITERIA (AAC)

7.1 Exit Level Outcomes (ELO) 1:

Handle, move and display perishable goods according to produce requirements.

Associated Assessment Criteria (AAC) for ELO 1:

- Handle and move perishable goods using methods to minimise damage and losses.
- Apply stock rotation and replenishment principles and methods in the perishable goods department to maintain stock levels and quality.
- Explain the importance of meeting minimum legal requirements pertaining to labels, stock counting, and prevention of stock shrinkage.
- Deal with customer queries applying product information according to company procedure and policies.

7.2 Exit Level Outcomes (ELO) 2:

Maintain cold chain requirements and food safety standards to minimise stock shrinkage.

Associated Assessment Criteria (AAC) for ELO 2:

- Apply cold chain requirements to maintain the quality of perishable goods and comply with legal requirements.

- Prevent contamination and comply with food safety and hygiene requirements in the perishable goods section.
- Dispose expired and damaged stock of in compliance with legislation and food safety requirements.
- Understand and apply food safety principles to maintain a compliant perishable goods work area.

7.3 Exit Level Outcomes (ELO) 3:

Comply with occupational health and safety requirements.

Associated Assessment Criteria (AAC) for ELO 3:

- Maintain the working area to be free from clutter and objects which can pose a risk to customers and fellow workers.
- Maintain personal and work area hygiene compliance consistently.
- Identify and wear personal protective clothing appropriately in compliance with safety regulations.

8. INTEGRATED ASSESSMENT

8.1 Formative Assessments conducted internally

NB: QCTO standard statements

The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated external summative assessment.

8.2 Integrated Summative Assessments conducted Internally

NB: QCTO standard statements

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

8.3 De-centralised Final Integrated Supervised Assessment (FISA) for Skills Programmes

NB: QCTO standard statements provided

- The FISA is de-centralised, and the assessment standards set by the QCTO must be implemented by the accredited SDP in the development, moderation, and implementation of all FISA for Skills Programmes.

- The accredited SDP manages and conducts the FISA and submits learner results for QCTO approval for certification, according to QCTO required compliance standards.
- For entrance into the FISA, the learner must have completed the Skills Programme successfully and be found competent in all modules, recorded internally by the SDP.

Continuous Assessment

- The SDP must ensure that all learners are enrolled with the QCTO at the start of training (within 5 days) in the format required by the QCTO.
- Continuous assessments are set by the SDP in accordance with the outcomes provided.
- This may consist of a variety of methods, e.g. practical or written assessments, assignments, projects, demonstrations, presentations, or any other form of assessment to assist the learner in the learning process.
- During training, it is mandatory for formal summative assessments to take place at the end of each module/topic. These results must be formally recorded and be available for monitoring and/or evaluation by the QCTO.

Final Integrated Supervised Assessment (FISA)

All learners gain entrance to the Final Integrated Supervised Assessment by successfully completing all formal summative assessments conducted by the SDP.

Format of FISA:

A **final written assessment** integrating the relevant Exit Level Outcomes.

- All FISAs must be supervised, and virtual FISAs must be recorded throughout the assessment.
- All Exit Level Outcomes must be covered in the FISA. In the FISA, the learner must demonstrate applied knowledge and skills to prove that the competencies of the Skills Programme have been achieved.
- The FISA may not contain any assessments used in the "Continuous Assessment" process (thus no re-assessment/replications of formative assessment tools).
- Note that a different instrument must be developed and moderated for each FISA according to the standards below.
- Special considerations/concessions should be made for candidates with special learning needs.

Standards for Final Integrated Supervised Assessment (FISA):

The **WRITTEN FISA INSTRUMENT** must be developed and moderated by the SDP and conducted in a supervised environment. It is assessed by means of an **INSTRUMENT** and a **MEMORANDUM** developed by the SDP for this purpose.

In the **Written Component**, learners must be given **scenarios/case studies/briefs/questionnaires**, (including multiple-choice questions, constructed responses,

extended constructed responses, column answers, true or false, checklist, and such), in which they must demonstrate that they have applied knowledge for all the Exit Level Outcomes and the purpose of the Skills Programme in the following aspects of the curriculum:

What Specifically must be achieved:

Candidates must competently:

1. Apply Cold Chain Management and Hot Counter Replenishment Principles

Given a scenario/case study/brief/questionnaire on accurately applying cold chain management and hot counter replenishment principles, the candidates convey insight to the following:

- The importance of temperature control, and storage of perishable goods.
- The handling requirements for perishable goods in different departments.
- Maintaining product quality and safety through cold chain management and hot counter replenishment principles.
- Applying temperature requirements during the movement, storage, and display of perishable items to maintain product integrity and prevent spoilage.

2. Implement Stock Rotation and Inventory Control

Given a scenario/case study/brief/questionnaire on effectively implementing key elements relating to stock and inventory, the candidate needs to demonstrate insight into:

- Understanding FIFO (First-In, First-Out).
- Interpreting FEFO (First-Expired, First-Out).
- Principles to minimise spoilage, shrinkage and waste.
- Ensuring fresh stock availability.
- Assist in replenishing stocks.

3. Adhere to Food and Hygiene Compliance

Given a scenario/case study/brief/questionnaire on ensuring the maintenance of food and hygiene regulations, the candidate needs to show understanding of:

- Food health and safety standards.
- Hygiene standards to prevent contamination, cross-contamination, foodborne illnesses
- Pest control effectiveness.
- Safe handling practices for perishable goods.
- Deep-cleaning principles.

- Safe cleaning products.

4. Assess Product Quality

Given a scenario/case study/brief/questionnaire on assessing perishable goods quality, the candidate needs to show insight into:

- Recognising and assessing the quality of perishable goods, such as fruits, vegetables, dairy, meats, and seafood, by identifying signs of spoilage, ripeness, or damage.
- Ensuring that only quality products are stocked and displayed for customers.
- Identifying and reporting potential damages and loss.

Please take note of the following:

Candidates must be provided with clear guidelines and instructions on how to complete the assessment tasks, including the assessment criteria and expected outcomes and the following:

- Standardised forms for recording client information, such as intake forms, contracts, and authorisation forms.
- Templates for preparing documents related to funeral arrangements, such as service programs, obituaries, and invoices.
- Worksheets or checklists for conducting assessments, evaluations, or risk assessments in the cash office setting.

The conditions and requirements for the candidate to perform the assessment, e.g. problem statements, templates, a scenario, as well as clear instructions for various questions, must be provided to the candidate indicating the required evidence or performance expected.

To respond to challenges/issues/problems in the scenarios above:

- a. The assessment should be a maximum of 3 hours.
 - b. The pass mark is 50% for the FISA.
 - c. No FISA instrument is allowed to be used verbatim for re-assessment or for a different cohort of learners.
- A computer-based assessment may be administered so that the above evidence can be created using document processing applications such as MSWord, MSeExcel etc.
 - Learners who complete this skills programme will accumulate credits towards the relevant full or part qualification. The Credit Accumulation and Transfer (CAT) Policy may apply to these learners.
 - The candidate should be able to respond to a scenario/case study/brief within the specified time limit.

- The FISA is scored by a panel of assessors using a rubric to declare the candidate Competent or Not Yet Competent. Required improvement areas must be indicated.

Submission of final results:

Final results must be submitted to the QCTO in the required format, within 21 days of the date of the FISA, together with the following:

- Completed QA Verification Report on the FISA (QCTO template: relevant sections).
- A copy of the final Assessment Instrument used, as well as the marking guideline / rubric.

9. INTERNATIONAL COMPARABILITY

NB: Not Applicable to Skills Programmes

N/A

9.1 Introductory Statement

9.2 Detailed Outline

9.3 Concluding Statement

10. ARTICULATION

10.1 Articulation for Qualifications and Part- Qualifications

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

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

N/A

10.1.2 Vertical Articulation: This qualification articulates vertically within the QQSF as follows:

N/A

10.1.3 Diagonal Articulation: This qualification articulates diagonally across NQF levels and across Sub-Frameworks:

N/A

10.1.4 Validation of Entry Requirements into articulation possibilities provided:

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

N/A

10.2 Articulation for Skills programmes

10.2.1 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).

10.2.2 Learning Opportunities:

Once a person has achieved the Perishable Goods Replenisher Skills Programme Certificate, there are several further learning opportunities available to them:

- 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)

11. NOTES

11.1 Additional Legal or Physical Entry Requirements

None

11.2 Criteria for Accreditation

Accreditation requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, is found in the Curriculum Document, as listed below.

Curriculum Code:

118726-003-01-00

11.3 Encompassed Trades (where applicable)

This Skills Programme is not a trade.

12. ASSOCIATED QUALIFICATION(S)/PART-QUALIFICATION(S):

SAQA QUAL ID	QUALIFICATION TYPE	QUALIFICATION DESCRIPTOR	CURRICULUM CODE	NQF LEVEL	CREDITS
None					