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OCCUPATIONAL QUALIFICATION CURRICULUM DOCUMENT

IN LINE WITH THE OQSF POLICY (2021) OCCUPATIONAL QUALIFICATION TYPE (NOMENCLATURE)

OCCUPATIONAL QUALIFICATION	TYPE (NOMENCLATURE)	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
Occupational Qualification	Occupational Certificate	Perishable Goods Department Coordinator	3	139 (54)
CURRICULUM CODE	522301-002-01-00 (SAQA ID 118732)			
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		
QUALITY PARTNER REPRESENTATIVE	Sipho Khoza		

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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

522301: 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
Occupational Certificate	Perishable Goods Department Coordinator	3	139	(SAQA ID 118732) 522301-002-01-00 (Sales Assistant (General))

1.1.3 Alternative titles used by industry:

• Retail Coordinator

• Shop Coordinator

• Fast Moving Consumer Goods (FMCG) Controller

• Perishable Goods Supervisor

• Fresh Foods Section Leader

• Perishables Floor Supervisor

• Chilled and Fresh Produce Coordinator

• Cold Chain Section Supervisor

• Perishables Merchandising Leader

• Replenishment Team Leader – Perishables

• Perishable Stock Controller

• Perishable Foods Shift Supervisor

• Fresh Department Team Coordinator

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:

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Within sub-framework

- SAQA ID 99688: Occupational Certificate: Visual Merchandiser, NQF Level 3, Credits: 30

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

- SAQA ID 99446: Occupational Certificate: Dispatching and Receiving Clerk, NQF Level 3, Credits: 34

Across sub-frameworks

- SAQA ID 63409: National Certificate: Wholesale and Retail Operations, NQF Level 3, Credits: 120

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

Within sub-framework

- SAQA ID 67464: National Certificate: Wholesale and Retail Operations, NQF Level 4, Credits: 120

Across sub-frameworks

- SAQA ID 63410: Further Education and Training Certificate: Wholesale and Retail Operations Supervision, NQF Level 4, Credits: 130

- SAQA 49397: National Certificate: Wholesale and Retail Operations Supervision, NQF Level 4, Credits: 135

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

- SAQA ID 58206: National Certificate: Wholesale and Retail Operations, NQF Level 2, Credits: 120

- SAQA ID 99703: Occupational Certificate: Store Person, NQF Level 2, Credits: 41

- SAQA ID 49648: National Certificate: New Venture Creation (SMME), NQF Level 2, Credits: 120

- SAQA ID 9326: National Certificate: Food and Beverage Packaging Operations, NQF Level 3, Credits: 120

- SAQA ID 59300: National Certificate: Hospitality Reception, NQF Level 3, Credits: 120

- SAQA ID 49649: National Certificate: New Venture Creation (SMME) , NQF Level 4, Credits: 149

- SAQA ID 57712: National Certificate: Generic Management, NQF Level 5, Credits: 162

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

NB: If the entry requirements make articulation possible, answer YES.
No

1.2.2 Articulation for Skills Programmes

(a) Work Opportunities:

N/A

(b) Learning Opportunities:

N/A

1.3 Curriculum Structure:

1.3.1 Knowledge/Theory Modules:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS
522301-002-01-KM-01	Legal and Regulatory Compliance	3	8
522301-002-01-KM-02	Perishable Stock Control and Cold Chain Compliance	3	10
522301-002-01-KM-03	Waste and Shrinkage Management	3	10
522301-002-01-KM-04	Customer Service and Sales Support	3	8
522301-002-01-KM-05	Team Coordination and Communication	3	8

Total number of credits: 44

1.3.2 Practical Skills Modules:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS
522301-002-01-PM-01	Apply compliance standards in perishable goods department	3	5
522301-002-01-PM-02	Oversee storage conditions and stock levels of perishable products	3	10
522301-002-01-PM-03	Ensure effective handling to minimise waste and product loss	3	5
522301-002-01-PM-04	Provide quality customer service and assist in driving sales	3	5
522301-002-01-PM-05	Lead team operations and allocate daily tasks effectively	3	10

Total number of credits: 40

1.3.3 Work Experience Modules:

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS
522301-002-01-WM-01	Perishable goods compliance standards	3	8
522301-002-01-WM-02	Cold chain control and perishable goods monitoring	3	12
522301-002-01-WM-03	Waste and shrinkage management practices	3	10
522301-002-01-WM-04	Customer service and sales support principles	3	10
522301-002-01-WM-05	Team performance and daily workflow efficiency procedures	3	15

Total number of credits: 55

1.4 Entry Requirements:

NQF Level 2

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 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.

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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

SAQA ID 118726: Skills Programme: Perishable Goods Replenisher, NQF Level 2, Credits: 25

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SECTION 2: OCCUPATIONAL PROFILE

2.1 Purpose:

A Perishable Goods Department Coordinator supports and oversees the daily handling of perishable goods by coordinating staff, ensuring proper cold chain and hot counter procedures, maintaining safety and company standards, and providing customer satisfaction.

2.2 Tasks:

TASK	LINKS TO ELO
Adhere to legal and regulatory compliance requirements for perishable goods	Apply legal and regulatory compliance requirements to ensure the safe handling, storage, and sale of perishable goods in line with organisational policies and applicable food safety legislation.
Manage perishable stock and maintain cold chain	Manage perishable stock and maintain the cold chain to ensure product quality, temperature, reduce spoilage, and comply with perishable goods safety standards and operational procedures.
Minimise waste and shrinkage	Implement effective stock control and handling procedures to minimise waste and shrinkage while maintaining product quality and operational efficiency.
Provide effective customer service and support sales	Deliver effective customer service and in-store support to enhance customer satisfaction and contribute to increased sales in the perishable goods department.
Coordinate team performance and allocate tasks	Coordinate team performance and allocate tasks effectively to ensure operational efficiency and achievement of departmental objectives in the perishable goods section.

2.3 Occupational Task Details:

2.3.1 Task 1

Adhere to legal and regulatory compliance requirements for perishable goods .
　　　(a) Unique Product or Service:
Quality and freshness assured.
　　　(b) Responsibilities:
• 　　Ensure compliance with HACCP, local health department regulations, and cold chain requirements.
• 　　Check and maintain up-to-date product labelling, expiry dates, and temperature records
• 　　Report any non-compliance, incidents, or deviations from food safety and regulatory requirements to management
　　　(c) Contexts:
• 　　Cleaning and sanitation policy
• 　　Cleaning and sanitising procedure
• 　　Cleaning schedule management system

- Cold chain compliance policy
- Compliance auditing process
- Corrective action process for non-compliance
- Cross-contamination prevention process
- Daily/weekly cleaning procedure
- Food safety and hygiene policy
- Health and food hygiene policy
- Health and safety policy
- Hygiene audit and inspection tools
- Hygiene audit snapshots
- Hygiene monitoring and record-keeping process
- Hygiene zone checklist board
- Incident reporting system
- Micro-moment sanitation routines
- Occupational health & safety (ohs) policy
- Personal hygiene procedure
- Pest control policy
- Safe-touch tracker
- "See it, clean it" culture cards
- Spill response and sanitisation procedure
- Team hygiene briefing process
- Waste disposal and tracking system
- Waste segregation and removal procedure

2.3.2 Task 2
Manage perishable stock and maintain cold chain.

(a) Unique Product or Service:

Dual-zone temperature assurance & replenishment system (DTARS) maintained.

(b) Responsibilities:

- Check that storage and display equipment maintain correct temperatures and that products meet quality and safety standards.
- Review and maintain records for temperatures and compliance checklists for audits.
- Ensure timely, accurate restocking of fresh produce, dairy, meat, and other perishables according to rotation and freshness standards.

(c) Contexts:

- Cold and hot zone monitoring interface
- Cold chain break prevention process
- Cold chain monitoring system
- Communication tools (e.g. WhatsApp groups, radios, shift handover boards)
- Corrective action procedure
- Daily replenishment procedure
- Daily temperature check procedure
- Demand forecasting process
- Digital/manual HACCP logs
- Dual-chain compliance checklist
- Hand-over procedure
- Hot counter holding process

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- Hot food safety policy
- Hot holding equipment control panels
- Interdepartmental coordination process
- Multi-department coordination alerts.
- Point-of-sale (PoS) system
- Product quality assurance policy
- Product quality assurance tags
- Product quality inspection procedure
- Shelf replenishment process
- Stock management system (manual or electronic)
- Stock receiving procedure
- Stock rotation and expiry monitoring process
- Stock rotation optimisation (FIFO++).
- Stock rotation policy
- Temperature check process
- Temperature compliance policy
- Temperature monitoring system
- Temperature-sensitive replenishment schedule

2.3.3 Task 3

Minimise waste and shrinkage.

(a) Unique Product or Service:

Shrinkage and stock control system updated.

(b) Responsibilities:

- Oversee the correct sequencing of perishable goods to prevent spoilage and unnecessary waste.
- Identify and remove damaged, expired, or unsellable items promptly to reduce potential shrinkage.
- Promote staff awareness and practices that support stock preservation, accurate portioning, and careful handling of perishable items.

(c) Contexts:

- Backroom-to-floor transfer record
- Daily dynamic stock tracker
- Daily stock count procedure
- Damaged/expired goods handling procedure
- Demand forecasting process
- Dispose of wase
- Expiry-first alert system
- FIFO and expiry date rotation procedure
- Food safety & quality policy
- Identify causes of waste or loss.
- Implement escalation and corrective actions to minimise shrinkage.
- Integrated waste & shrinkage tracking
- Inventory management system (IMS)
- Loss prevention policy
- Packaging and energy efficiency guidelines
- Point-of-sale (PoS) system

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- Receiving and dispatch system
- Replenishment and overstock control procedure
- Shrinkage investigation process
- Shrinkage management policy
- Shrinkage watch zones
- Stock control policy
- Stock receiving & verification process
- Stock reconciliation process
- Track inventory movement.
- Waste logging or shrinkage tracking system
- Waste vs. Loss snapshot log

2.3.4 Task 4

Provide effective customer service and support sales.

    (a) Unique Product or Service:

Real-time customer support provided.

    (b) Responsibilities:

- Handle escalated customer complaints and support team members in addressing operational challenges.
- Optimise customer engagement to identify areas of product gaps.
- Elevate sales through enhanced customer satisfaction.

    (b) Contexts:

- Code of conduct policy
- Customer appeal checklist
- Customer engagement process
- Customer feedback system
- Customer Flow and Eye-Level Placement Process
- Customer query handling procedure
- Customer service policy
- Daily Display Setup Procedure
- Display Planning Process
- End-of-Day Tidy and Reorganise Procedure
- Feedback resolution procedure
- Hot and cold zone merch rules cards
- Interdepartmental Merchandising Coordination Process
- Internal communication platforms
- Merchandising and Display Policy
- Performance and motivation check-in procedure
- Planogram or Merchandising Display System
- Promotion and Price Tag Management System
- Promotion Setup Procedure
- Quality and Expiry Date Check Procedure
- Sales and POS Data System
- Seasonal and daily freshness themes
- Shelf Health Inspection Process
- Shelf-life driven display planner
- Visual Merchandising Audit Tools

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2.3.5 Task 5

Coordinate team performance and allocate tasks.

(a) Unique Product or Service:

In-store performance and task management tool optimised.

(b) Responsibilities:

- Monitor individual and team task completion against daily operational plans.
- Allocate tasks according to staff strengths, experience, and workload distribution.
- Provide on-the-job guidance, support, and feedback to team members.

(c) Contexts:

- 360° Feedback card system
- Conflict management and resolution procedure
- Conflict resolution policy
- Cross-functional collaboration process
- Daily check-in procedure
- Daily team briefing procedure
- Employee conduct and accountability policy
- Employee scheduling and roster system
- Health and safety policy
- Motivational and recognition process
- Performance monitoring procedure
- Performance review and feedback policy
- Quick conflict resolution prompts
- Quick conflict resolution prompts
- Recognition & boost card pack
- Service mindset reminder tags
- Shift handover brief template
- Shift roster and task management system
- Skill match task planner
- Staff coaching and mentoring process
- Task delegation procedure
- Task management system
- Task progress tracking and reporting process
- Team communication flow process
- Team development and training process
- Team goal setting and alignment process
- Team management and leadership policy
- Team performance management system
- Team performance snapshot sheet
- Team pulse brief board
- Teamwork and communication policy
- Training and development system
- Training and performance management system

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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
522301-002-01-KM-01	Legal and Regulatory Compliance	3	8	Blended
522301-002-01-KM-02	Perishable Stock Control and Cold Chain Compliance	3	10	Blended
522301-002-01-KM-03	Waste and Shrinkage Management	3	10	Blended
522301-002-01-KM-04	Customer Service and Sales Support	3	8	Blended
522301-002-01-KM-05	Team Coordination and Communication	3	8	Blended

Total number of credits: 44

3.1.1 Detailing Knowledge Module (KM) contents

Knowledge Module (KM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-KM-01	Legal and Regulatory Compliance	3	8	Blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to ensure awareness of legal and regulatory requirements relevant to perishable goods handling, storage, and sale.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-01-KT01	Overview of Occupational Health and Safety (OHS) Act	20
KM-01-KT02	Perishable Goods Safety Regulations (These include, but are not limited to, those governing handling, storage, and preparation of perishable goods)	20
KM-01-KT03	Hygiene and Sanitising Standards (These include, but are not limited to, ensuring the safety of consumers and prevent spoilage and contamination)	10
KM-01-KT04	Emergency Procedures and Incident Reporting	10
KM-01-KT05	Hazard Analysis and Critical Control Points (HACCP)	20
KM-01-KT06	Decontamination Practices Defined (These include, but are not limited to, cleaning schedules, checklists, proper sanitation methods, storage, sterilizing, de-cluttering and such)	20

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

KM-01-KT01: Overview of the Occupational Health and Safety (OHS) Act (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Key OHS concepts and workplace safety standards	5
KT0102	Common hazards in perishable goods departments (These include, but are not limited to, cold storage, hot counter, wet floors, sharp equipment, and such)	10
KT0103	Personal protective equipment (PPE) requirements and usage	5

KM-01-KT02: Perishable Goods Safety Regulations (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Relevant laws and regulations governing perishable goods handling, labelling, and expiry dates	6
KT0202	Legal requirements for perishable goods storage and display	4

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KT0203	Consequences of non-compliance with perishable goods safety regulations	4
KT0204	General housekeeping guidelines	4
KT0205	Certificate of Acceptability	2

KM-01-KT03: Hygiene and Sanitising Standards (10%)		
TOPIC ELEMENT CODE	**TOPIC ELEMENT TITLE**	**% OF TIME TO BE SPENT**
KT0301	Personal hygiene requirements (These include, but are not limited to, handwashing, use of protective clothing, and such)	4
KT0302	Workplace hygiene and sanitation	3
KT0303	Pest control and impact on perishable goods	3

KM-01-KT04: Emergency Procedures and Incident Reporting (10%)		
TOPIC ELEMENT CODE	**TOPIC ELEMENT TITLE**	**% OF TIME TO BE SPENT**
KT0401	Typical workplace emergencies in perishable departments	4
KT0402	Roles and responsibilities of the department coordinator in maintaining a safe working environment	2
KT0403	Mandatory reporting and documenting workplace incidents	2
KT0404	Non-mandatory reporting (These include, but are not limited to, entrenching the safety culture through reporting on potential incidents, near-misses, and/or unsafe behaviours, maintaining hygienic standards, cleanliness, safety checks, and such)	2

KM-01-KT05: Hazard Analysis and Critical Control Points (HACCP) (20%)		
TOPIC ELEMENT CODE	**TOPIC ELEMENT TITLE**	**% OF TIME TO BE SPENT**
KT0501	Principles of HACCP (Hazard Analysis and Critical Control Points)	10
KT0502	Common safety hazards in perishable goods	10

KM-01-KT06: Decontamination Practices Defined (20%)		
TOPIC ELEMENT CODE	**TOPIC ELEMENT TITLE**	**% OF TIME TO BE SPENT**
KT0601	Disinfection methods (These include, but are not limited to, cleaning and hand hygiene, chemical disinfection, gaseous disinfection, heat disinfection, sterilization, biological and chemical indicators, cleaning equipment, and such)	5
KT0602	Decontamination of waste products in the perishable goods environment (These include, but are not limited to liquid-, solid waste, and such)	5
KT0603	Decontamination agents and their classifications (These include, but are not limited to, disinfectants, sodium hypochlorite, quaternary ammonium compounds (quats), alcohols (ethanol,	5

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	isopropanol), hydrogen peroxide, chlorine dioxide, antiseptics, and such)	
KT0604	Areas and surfaces requiring routine decontamination	5

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Outline the purpose and scope of the OHS Act.	5
IAC0102	List hazards specific to perishable goods departments.	10
IAC0103	Describe the use and importance of PPE and safe handling procedures.	5
IAC0201	Identify key national and local safety laws and regulations applicable to perishable goods management.	4
IAC0202	Describe responsibilities of management and staff in complying with perishable goods safety legislation.	4
IAC0203	Outline possible legal, financial, and reputational impacts of failing to comply with perishable goods safety regulations.	4
IAC0204	Discuss the importance of generally accepted housekeeping standards and its impact on staff and customer experience.	4
IAC0205	Provide an understanding of the relevance of the Certificates of Acceptability within the perishable goods department.	4
IAC0301	Describe essential personal hygiene practices for staff handling perishable goods.	4
IAC0302	Outline standards for maintaining clean and sanitary work environments in perishable goods areas.	3
IAC0303	Explain procedures for effective pest prevention to uphold hygiene standards.	3
IAC0401	Identify typical workplace emergencies and appropriate initial responses.	4
IAC0402	Provide an overview of roles and responsibilities during emergencies.	2
IAC0403	Explain the importance of mandatory reporting of workplace incidents.	2
IAC0404	List and discuss the department coordinators contribution to the promotion of a safety culture.	2
IAC0501	Identify the principles of HACCP and explain their purpose in ensuring perishable goods safety.	10
IAC0502	Describe typical biological, chemical, and physical hazards affecting perishable products.	5
IAC0503	Outline essential perishable goods safety practices.	5
IAC0601	List and describe disinfection methods.	5
IAC0602	Explain the difference between decontamination of liquid vs solid waste products	5
IAC0603	List decontamination agents and their classifications	5

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IAC0604	Identify areas and surfaces requiring routine decontamination	5

Knowledge Module (KM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-KM-02	Perishable Stock Control and Cold Chain Compliance	3	10	Blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the stock control of perishable goods, cold chain characteristics, and the importance of temperature control in the wholesale and retail context.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-02-KT01	Stock Receiving and Inspection	20
KM-02-KT02	Storage Layouts and Refrigeration	10
KM-02-KT03	Temperature Control and Cold Chain Principles	15
KM-02-KT04	Hot Counter Replenishment Routines	10
KM-02-KT05	Stock Rotation and Expiry Date Management (FIFO / FEFO)	20
KM-02-KT06	Stock Counts and Variance Reporting	5
KM-02-KT07	Basic Data Interpretation (These include, but are not limited to, recording of data, reading stock and sales reports, understanding inventory data trends, and using data for replenishment planning)	10
KM-02-KT08	Technological Advancements	10

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

KM-02-KT01: Stock Receiving and Inspection (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Delivery documentation requirements (These include, but are not limited to, understanding of invoices, delivery notes, and purchase orders to verify stock)	4
KT0102	Inspection of packaging and container integrity (These include, but are not limited to, use of thermometers or temperature logs to confirm products are within safe ranges on arrival)	4
KT0103	Incoming temperature checks	4
KT0104	Product quality inspection criteria (These include, but are not limited to, visual, tactile, and factory inspections to assess freshness, spoilage, or expiration, and such)	4
KT0105	Recording and reporting discrepancies (These include, but are not limited to, procedures to	4

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	document shortfalls, overages, damaged goods, escalations, and such)	

KM-02-KT02: Storage Layouts and Refrigeration (10%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Types of cold storage equipment	3
KT0202	Temperature and humidity zones	2
KT0203	Storage layout principles	3
KT0204	Cross-contamination prevention	2

KM-02-KT03: Temperature Control and Cold Chain Principles (15%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Importance of temperature control in perishables	3
KT0302	Cold chain process flow	3
KT0303	Tools and equipment for temperature monitoring	3
KT0304	Impact of temperature fluctuations	3
KT0305	Procedures for temperature recording and reporting	3

KM-02-KT04: Hot Counter Replenishment Routines (10%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Replenishment scheduling and timing	2
KT0402	Food safety and holding temperature requirements	2
KT0403	Stock rotation practices at the hot counter	2
KT0404	Display and presentation standards	2
KT0405	Monitoring and responding to sales trends	2

KM-02-KT05:   Stock Rotation and Expiry Date Management (FIFO / FEFO) (20%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	FIFO (First-In, First-Out) principles	4
KT0502	FEFO (First-Expired, First-Out) principles	4
KT0503	Labelling and date marking procedures	4
KT0504	Shelf and storage zone organisation	4
KT0505	Impacts of poor rotation, sell-by dates and expiry date practices	4

KM-02-KT06: Stock Counts and Variance Reporting (5%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0601	Types of stock counts (cyclical, daily, weekly, monthly)	1
KT0602	Stock count preparation procedures	1
KT0603	Variance identification and documentation	1
KT0604	Common causes of stock variances	1
KT0605	Reporting and escalation practices	1

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KM-02-KT07: Basic Data Interpretation (10%)		
TOPIC ELEMENT CODE	**TOPIC ELEMENT TITLE**	**% OF TIME TO BE SPENT**
KT0701	Types of data relevant to perishable goods management (These include, but are not limited to, sales, inventory, spoilage rates, and such)	2
KT0702	Reading and understanding data tables and charts	2
KT0703	Recognising trends and patterns in data	2
KT0704	Basic calculation of stock performance indicators	2
KT0705	Using data to inform stock replenishment decisions	2

KM-02-KT08: Technological Advancements (10%)		
TOPIC ELEMENT CODE	**TOPIC ELEMENT TITLE**	**% OF TIME TO BE SPENT**
KT0801	Types of technology used in perishable goods management (These include, but are not limited to, barcode scanners, inventory management software, and such)	2
KT0802	Benefits of technology in stock control and replenishment	2
KT0803	Use of temperature monitoring devices and cold chain technology	2
KT0804	Digital reporting and data analysis tools	2
KT0805	Challenges and limitations of technology in perishable goods management	2

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Identify the key documents required during the stock receiving process.	4
IAC0102	Describe the standard procedures for inspecting perishable stock on arrival.	4
IAC0103	Outline the steps involved in verifying product temperatures during stock receipt.	4
IAC0104	Explain the acceptance and rejection criteria for perishable goods based on quality, temperature, and expiry.	4
IAC0105	Discuss the process for recording and reporting any stock discrepancies or damages.	4
IAC0201	Identify different types of refrigeration and cold storage units used for perishable goods.	3
IAC0202	Describe the ideal temperature and humidity ranges required for different categories of perishable goods.	2
IAC0203	Explain the principles of effective layout design for maximising space and product accessibility.	3
IAC0204	State how proper product segregation in storage helps prevent cross-contamination.	2
IAC0301	Explain why maintaining correct temperatures is critical for preserving perishable goods.	3
IAC0302	Describe the key stages in the cold chain from supplier to point of sale.	3

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IAC0303	Identify common temperature monitoring tools used in cold chain management.	3
IAC0304	Discuss the effects of temperature deviations on product quality and shelf life.	3
IAC0305	Outline the standard procedures for documenting and reporting temperature data.	3
IAC0401	Explain how replenishment schedules are determined to maintain product availability and freshness.	2
IAC0402	Identify the correct holding temperatures for different food types at the hot counter as per food safety guidelines.	2
IAC0403	Describe how stock rotation is applied to hot food replenishment.	2
IAC0404	Outline the visual and hygienic standards required for presenting items at the hot counter.	2
IAC0405	Discuss how sales trends influence the frequency and quantity of hot food replenishment.	2
IAC0501	Explain the purpose and process of applying FIFO to perishable goods to reduce spoilage.	4
IAC0502	Describe how FEFO is used for expiry-sensitive products to ensure safety and compliance.	4
IAC0503	Identify standard practices for labelling stock with expiry-, sell-by- and receiving dates to support rotation.	4
IAC0504	Explain how storage areas should be arranged to facilitate efficient stock rotation and access.	4
IAC0505	Discuss the operational and financial consequences of neglecting proper FIFO/FEFO application.	4
IAC0601	Identify the different types of stock counts used in a perishable goods environment.	1
IAC0602	Describe the steps required to prepare for an accurate and efficient stock count.	1
IAC0603	Explain how to detect and document discrepancies between physical stock and system records.	1
IAC0604	List typical reasons for stock variances in a perishable goods department.	1
IAC0605	Outline the process for reporting stock count results and escalating significant variances.	1
IAC0701	Identify the various types of data used in managing perishable goods	2
IAC0702	Interpret data presented in tables, graphs, and charts related to perishable stock.	2
IAC0703	Analyse data to recognize trends and patterns affecting stock levels and sales.	2
IAC0704	Calculate key performance indicators such as stock turnover and waste percentage.	2
IAC0705	Explain how data interpretation supports effective decision-making in replenishing perishable stock.	2
IAC0801	Identify common technologies and tools used in managing perishable goods	2
IAC0802	Explain how technology improves accuracy and efficiency in stock control and replenishment processes.	2

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IAC0803	Describe the role of temperature monitoring devices and cold chain technology in maintaining product quality.	2
IAC0804	Demonstrate understanding of digital tools for reporting and analysing departmental performance data.	2
IAC0805	Discuss potential challenges and limitations associated with the adoption of technology in the perishable goods environment.	2

Knowledge Module (KM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-KM-03	Waste and Shrinkage Management	3	10	Blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the causes and prevention of shrinkage, spoilage, and waste in a perishable goods environment.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-03-KT01	Types and Causes of Waste in Perishables	15
KM-03-KT02	Shrinkage in the Retail Environment	15
KM-03-KT03	Waste Prevention	15
KM-03-KT04	Waste and Shrinkage Reporting and Reduction	10
KM-03-KT05	Waste Disposal	10
KM-03-KT06	Impact of Waste and Shrinkage on Store Performance	15
KM-03-KT07	Packaging and Perishable Goods	10
KM-03-KT08	Energy Efficiency	10

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

KM-03-KT01: Types and Causes of Waste in Perishables (15%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Types of perishable waste	5
KT0102	Operational causes of waste	3
KT0103	Environmental causes of waste	2
KT0104	Staff-related causes of waste	3
KT0105	Supply chain-related causes of waste	2

KM-03-KT02: Shrinkage in the Retail Environment (15%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Understanding shrinkage in retail operations	3
KT0202	Types of shrinkage in perishable departments	3
KT0203	Causes of shrinkage in perishable stock	3
KT0204	Effects of shrinkage on operations	3
KT0205	Measures to reduce shrinkage	3

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KM-03-KT03: Waste Prevention (15%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Importance of waste prevention in perishable goods management	5
KT0302	Common practices contributing to waste	3
KT0303	Stock rotation principles for waste reduction	2
KT0304	Temperature and humidity control as waste prevention measures	3
KT0305	Role of staff awareness and training in waste prevention	2

KM-03-KT04: Waste and Shrinkage Reporting and Reduction (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Purpose and importance of waste and shrinkage reporting	3
KT0402	Types of waste and shrinkage to report	2
KT0403	Documenting and reporting waste and shrinkage	3
KT0404	Use of data to identify waste and shrinkage patterns	2

KM-03-KT05: Waste Disposal (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Types of perishable waste	3
KT0502	Health, safety, and environmental considerations	2
KT0503	Waste segregation and labelling requirements	3
KT0504	Waste disposal legal and regulatory compliance	2

KM-02-KT06: Impact of Waste and Shrinkage on Store Performance (15%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0601	Effects of shrinkage on store profitability	3
KT0602	Effects of product waste on stock availability and replenishment cycles	2
KT0603	Impact of poor waste control on operational efficiency (These include, but are not limited to, frequent reordering, stockouts, and such)	3
KT0604	Relationship between shrinkage and pricing strategies	3
KT0605	Link between shrinkage, waste, and customer trust	3

KM-02-KT07: Packaging and Perishable Goods (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0701	Purpose of packaging in perishables	2
KT0702	Types of packaging materials used (These include, but are not limited to, plastic wrap, vacuum-sealed, cartons, and such)	2

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KT0703	Packaging and perishable goods safety requirements	2
KT0704	Labelling and packaging compliance (These include, but are not limited to, sell-by, expiry date, batch number, storage instructions, and such)	2
KT0705	Impact of damaged packaging	2

KM-02-KT08: Energy Efficiency (10%)		
TOPIC ELEMENT CODE	**TOPIC ELEMENT TITLE**	**% OF TIME TO BE SPENT**
KT0801	Importance of energy efficiency in perishable goods management	2
KT0802	Energy-efficient refrigeration and storage equipment	2
KT0803	Practices to reduce energy consumption in cold chain operations	2
KT0804	Impact of poor energy management on product quality and costs	2
KT0805	Monitoring and reporting energy usage	2

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Define the term shrinkage and differentiate between known and unknown shrinkage in a retail context.	5
IAC0102	Identify typical causes of shrinkage such as theft, spoilage, and administrative errors.	3
IAC0103	Explain how shrinkage affects profitability, stock availability, and customer satisfaction.	2
IAC0104	Describe methods used to detect shrinkage and outline procedures for internal reporting.	3
IAC0105	List effective strategies to prevent shrinkage, including staff training, proper stock handling, and surveillance.	2
IAC0201	Define shrinkage and identify its relevance to perishable goods retail environments.	2
IAC0202	Distinguish between operational, theft-related, and administrative shrinkage with examples relevant to perishables.	2
IAC0203	List common causes of shrinkage such as poor stock rotation, inadequate temperature control, and incorrect receiving procedures.	2
IAC0204	Explain the negative impact of shrinkage on stock availability, sales margins, and customer satisfaction.	2
IAC0205	Describe best practices and standard operating procedures to minimize shrinkage in the perishable goods section.	2
IAC0301	Explain the economic, environmental, and operational benefits of preventing waste in the perishable goods department.	5
IAC0302	Identify operational errors such as overstocking, poor handling, or improper storage that lead to unnecessary waste.	3

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IAC0303	Describe how the application of FIFO (First-In, First-Out) and FEFO (First-Expired, First-Out) helps prevent product spoilage and waste.	2
IAC0304	Demonstrate understanding of how maintaining proper cold chain conditions reduces spoilage and extends shelf life.	3
IAC0305	Discuss how team training, clear procedures, and accountability contribute to consistent waste prevention practices.	2
IAC0401	Explain the role of accurate reporting in identifying trends, causes, and areas for intervention.	2
IAC0402	List the common categories of waste and shrinkage such as damaged goods, expired products, pilferage, and administrative errors.	2
IAC0403	Describe the steps involved in completing waste and shrinkage reports according to organisational requirements.	2
IAC0404	Interpret waste and shrinkage data to highlight recurring issues and suggest preventive measures.	2
IAC0405	Identify corrective actions such as improved handling, stock rotation, team training, and tighter access controls.	2
IAC0501	Identify different types of waste generated in perishable goods departments, including expired, spoiled, and damaged items.	3
IAC0502	Explain the impact of improper waste disposal on health, safety, and the environment.	2
IAC0503	Outline the requirements for separating and labelling different types of perishable waste for appropriate disposal.	3
IAC0504	State the key legal and regulatory requirements related to perishable waste disposal (e.g., food safety and environmental laws).	2
IAC0601	Explain how shrinkage negatively influences the store's profit margins and cost controls.	3
IAC0602	Describe how excessive perishable waste affects stock levels and customer satisfaction.	2
IAC0603	Identify operational challenges that arise due to ineffective waste and shrinkage management	3
IAC0604	Discuss how shrinkage levels can influence pricing adjustments and markdowns in the perishable department.	3
IAC0605	Outline how consistent product quality issues due to waste or shrinkage affect customer perception and loyalty.	2
IAC0701	Explain the main reasons for using appropriate packaging in preserving the quality and shelf-life of perishable goods.	2
IAC0702	Identify common packaging materials used for different categories of perishable products.	2
IAC0703	Describe how packaging must comply with hygiene and food safety regulations to prevent contamination.	2
IAC0704	Outline the mandatory information that must appear on packaged perishable products.	2

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IAC0705	Discuss the risks and consequences of using or displaying damaged packaging in a retail perishable goods environment.	2
IAC0801	Explain the benefits of energy efficiency for operational costs and environmental impact in managing perishable goods.	2
IAC0802	Identify common energy-saving features in refrigeration and storage units used for perishables.	2
IAC0803	Describe effective practices to minimise energy use during storage, handling, and transportation of perishable goods.	2
IAC0804	Discuss the consequences of inefficient energy use on product spoilage and operational expenses.	2
IAC0805	Outline methods to track energy consumption and report findings to support energy efficiency initiatives.	2

Knowledge Module (KM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-KM-04	Customer Service and Sales Support	3	8	Blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding to support effective customer service and drive sales in a perishable retail environment.

(a) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-04-KT01	Quality and Freshness Expectations	20
KM-04-KT02	Handling Customer Complaints and Feedback	20
KM-04-KT03	Ethical Conduct	20
KM-04-KT04	Visual Merchandising and Display	20
KM-04-KT05	Supporting Promotional Activities	20

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

KM-04-KT01: Quality and Freshness Expectations (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Product quality and freshness standards	5
KT0102	Customer expectations	5
KT0103	Identification of signs of quality deterioration and spoilage	5
KT0104	Impact of product freshness on customer satisfaction and repeat sales	5

KM-04-KT02: Customer Complaints and Feedback (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Types of customer complaints related to perishable goods	5

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KT0202	The importance of customer feedback in retail	5
KT0203	Communication techniques for complaints handling	5
KT0204	Recording and reporting customer complaints and feedback	5

KM-04-KT03: Ethical Conduct (20%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Principles of ethical behaviour in customer service	5
KT0302	Importance of honesty and transparency with customers	5
KT0303	Customer confidentiality and privacy	5
KT0304	Conflicts of interest and unfair practices	5

KM-04-KT04: Visual Merchandising and Display (20%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Purpose and benefits of visual merchandising in perishable goods	4
KT0402	Key visual merchandising principles (These include, but are not limited to colour, symmetry, flow, and such)	5
KT0403	Product placement strategies to enhance visibility and access	4
KT0404	Use of signage, labelling, and promotional material	4
KT0405	Maintaining visual appeal through cleanliness and replenishment	3

KM-04-KT05: Supporting Promotional Activities (20%)

TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Promotional objectives in the perishables section	4
KT0502	Types of promotional activities used in retail perishables (These include, but are not limited to, discounts, bundles, sampling, and such)	4
KT0503	Coordinating with marketing and operations teams	4
KT0504	Monitoring stock levels during promotional periods	4
KT0505	Adhering to display standards and brand guidelines	4

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the quality standards applicable to various perishable product categories.	5
IAC0102	Describe typical customer expectations regarding freshness, appearance, and safety of perishables.	5
IAC0103	Identify key visual, olfactory, and textural signs indicating product freshness or spoilage.	5
IAC0104	Discuss the relationship between product freshness, customer satisfaction, and sales outcomes.	5

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IAC0201	Explain common types of customer complaints regarding perishable goods quality, freshness, and service.	5
IAC0202	Describe the role of customer feedback in improving product quality and service delivery.	5
IAC0203	Demonstrate appropriate verbal and non-verbal communication skills when responding to customer complaints.	5
IAC0204	Record customer complaints and feedback accurately and report them to the relevant department or supervisor.	5
IAC0301	Explain key principles of ethical behaviour relevant to customer interactions in a retail environment.	5
IAC0302	Describe how honesty and transparency impact customer trust and loyalty.	5
IAC0303	Outline methods to maintain customer confidentiality during service and communication.	5
IAC0304	Identify examples of conflicts of interest and unfair practices to be avoided in perishable goods retail.	5
IAC0401	Explain how effective visual merchandising contributes to customer appeal and increased sales in a perishable goods section.	4
IAC0402	Identify core visual merchandising principles and their application in arranging fresh produce and perishables.	5
IAC0403	Describe product placement techniques that support ease of access, visibility, and impulse buying.	4
IAC0404	Outline the role of accurate signage and clear labelling in customer decision-making and regulatory compliance.	4
IAC0405	Discuss the importance of consistent cleaning and stock rotation in maintaining an attractive display area.	3
IAC0501	Explain the purpose of in-store promotions and how they support sales and stock movement of perishable goods.	4
IAC0502	List common promotional methods used to increase perishables sales.	4
IAC0503	Describe how coordination between departments contributes to the success of promotional displays.	4
IAC0504	Identify procedures for checking and maintaining adequate stock during active promotional campaigns.	4
IAC0505	State the importance of following merchandising and brand presentation guidelines for effective promotional impact.	4

Knowledge Module (KM) - 05

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-KM-05	Team Coordination and Communication	3	8	Blended

    (a) Purpose of Knowledge Module:

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The main focus of the learning in this knowledge module is to build an understanding to effectively coordinate a team and facilitate clear, respectful communication within the department.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-05-KT01	Basic Principles of Team Coordination	50
KM-05-KT02	Team Performance Evaluation and Support	50

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

KM-05-KT01: Basic Principles of Team Coordination (50%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Delegation and task allocation	15
KT0102	Communicate to clarify (These include, but are not limited to clear, timely and open communication, handover sessions, neutral and active listening, and such)	10
KT0103	Teamwork and collaboration (These include, but are not limited to establishing common goals, conflict resolution and problem-solving, team acceptance and motivation, performance monitoring and feedback, team discipline, team morale, and such)	15
KT0104	Activity coordination and scheduling	10

KM-05-KT02: Team Performance Evaluation and Support (50%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Performance expectations defined	15
KT0202	Feedback on observed performance	10
KT0203	Ready for customer checks (These include, but are limited to team readiness and motivation)	15
KT0204	Timely and accurate reporting	10

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Describe the benefits of effective task allocation for team productivity and customer service outcomes.	15
IAC0102	Describe the importance of being able to communicate clearly and effectively with team.	10
IAC0103	Outline the impact of streamlined teamwork and collaboration on the team performance.	15
IAC0104	List the steps involved in team coordination and scheduling of tasks.	10
IAC0201	Discuss the importance of clearly defining and communicating performance expectations to the team.	15

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IAC0202	Describe the impact of immediate feedback on observed performance, to the overall morale and success of the team.	10
IAC0203	Explain how to recognise when team members require performance support or guidance.	15
IAC0204	Discuss how timely and accurate reporting impact team performance.	10
IAC0205	State the importance and impact of ready for customer checks on team member performance.	15

3.1.2 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 equipment are conducive to a learning environment. Checklists as per industry standards. Visual representation of the correct way of providing the Perishable Goods Department Coordination services.
CONSUMABLES	Relevant learning materials, models, audio-visual resources, learner management systems, zero-based data, where applicable.

ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	Audiovisual equipment and all other equipment are conducive to a learning environment. Checklists as per industry standards. Visual representation of the correct way of providing the Perishable Goods Department Coordination services.
CONSUMABLES	Relevant assessment materials, models, audio-visual resources, learner management systems, zero-based data, where applicable.

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators must have either an industry-related qualification at least one level higher than this qualification and/or relevant industry experience related to:

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	• Retail or Supermarket Operations (Perishables Focus) and/or
	• Supply Chain & Distribution (Perishable Goods) and/or
	• Food Safety & Quality Assurance and/or
	• Knowledge of Supply Chain Management & Inventory Control and/or
	• Understanding of Merchandising & Product Display and/or
	• Team Coordination & Shift Management and/or
	• Facilitator training and prior facilitator experience.
	Individuals compiling the internal assessments must have either an industry-related qualification at least one level higher than this qualification, or have operated as a Perishable Goods Manager, business owner, SMME with at least 2 years' experience relevant to the subject.
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Individuals compiling the summative assessments must have either an industry-related qualification at least one level higher than this qualification, or have operated as a Perishable Goods Manager, business owner, SMME with at least 2 years' experience relevant to the subject.
	Markers must have relevant industry experience related to the subject.
	Assessment training and prior assessor experience.
ASSESSOR/LEARNER RATIO	1 to 20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	• Registered as a provider
	• Registered as a legal business
	• Tax-compliant
	• CIPC registration
	• POPI compliant

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	• Labour regulation compliance and displays of the Summary of the Acts

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	• Registered as an assessment centre
	• Registered as a legal business
	• Tax-compliant
	• CIPC registration
	• POPI compliant
	• Labour regulation compliance and displays of the Summary of the Acts

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE
None

3.1.3 Exemptions

None

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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
522301-002-01-PM-01	Apply compliance standards in perishable goods department	3	5
522301-002-01-PM-02	Oversee storage conditions and stock levels of perishable products	3	10
522301-002-01-PM-03	Ensure effective handling to minimise waste and product loss	3	5
522301-002-01-PM-04	Provide quality customer service and assist in driving sales	3	5
522301-002-01-PM-05	Lead team operations and allocate daily tasks effectively	3	10

Total number of credits: 40

3.2.1 Detailing Practical Module (PM) contents

Practical Module (PM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-PM-01	Apply compliance standards in perishable goods department	3	5	Blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to ensure that all activities within the perishable goods department comply with legal, safety, hygiene, and specific regulatory standards in a simulated environment.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-01-PS01	Understand and apply compliance requirements
PM-01-PS02	Identify and implement compliance procedures in daily operations
PM-01-PS03	Train and support team on compliance standards
PM-01-PS04	Monitor and report compliance performance

(c) Scope of each Practical Skill Activity:

PM-01-PS01: Understand and apply compliance requirements
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:

Given a set of roleplay scenarios, a case study or a visual presentation relating to the perishable goods department, including compliance challenges, regulatory updates, or incidents of non-compliance, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Identify relevant preservable goods safety, health, and hygiene regulations
PA0102	Review a standard policy related to perishable goods handling
PA0103	Adhere to procedures and practices related to perishable goods handling
PA0104	Explain key compliance requirements to team members during briefings
PA0105	Update records and documentation reflecting compliance standards
PA0106	Monitor changes in legislation and communicate updates to staff

PM-01-PS02: Identify and implement compliance procedures in daily operations
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a set of roleplay scenarios, a case study or a visual presentation depicting daily operational activities and challenges within the perishable goods department, including compliance-related situations such as temperature monitoring, hygiene practices, housekeeping, stock rotation, and handling procedures, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Perform daily inspections of perishable stock for compliance with safety, hygiene and housekeeping standards
PA0202	Monitor and record storage temperatures according to cold chain requirements
PA0203	Ensure use of personal protective equipment (PPE) by staff
PA0204	Apply proper stock rotation methods (FIFO/FEFO)
PA0205	Identify and isolate non-compliant or damaged stock

PM-01-PS03: Train and support team on compliance standards
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a set of roleplay scenarios, a case study or a visual presentation illustrating team interactions, training challenges, or compliance-related incidents within the perishable goods department, and supporting documents, the learner must be able to:

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PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Plan training sessions on compliance standards and procedures
PA0302	Observe and identify team members' practices and provide constructive feedback
PA0303	Address and correct non-compliance issues promptly
PA0304	Keep records of training and coaching activities

PM-01-PS04: Monitor and report compliance performance
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a set of roleplay scenarios, a case study or a visual presentation illustrating day-to-day compliance monitoring activities, or incidents related to regulatory non-compliance within the perishable goods department, and relevant document templates, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Complete compliance tools (These include, but are not limited to, checklists, inspection reports, temperature logs, cleaning logs, and such)
PA0402	Report incidents or non-compliance to management promptly
PA0403	Follow up with corrective actions and improvements

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLDEGE CODE	APPLIED KNOWLEDGE
AK0101	Laws and regulations governing perishable goods safety, hygiene, health, and handling
AK0102	Standard operating procedures specific to the organisation and perishable goods
AK0103	Perishable goods safety, housekeeping, and hygiene principles
AK0104	Compliance monitoring and reporting processes
AK0105	Risk management and consequences of non-compliance

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION

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IAC0101	Correctly identify and describe key legal and regulatory requirements.
IAC0102	Adhere to procedures and practices related to perishable goods handling.
IAC0103	Accurately explain compliance standards to team members.
IAC0104	Maintain up-to-date documentation reflecting current standards.
IAC0105	Demonstrate understanding of the impact of non-compliance.
IAC0106	Effectively communicate regulatory updates to relevant personnel.
IAC0201	Perform daily inspections of perishable stock for compliance with safety, hygiene and housekeeping standards.
IAC0202	Monitor and record storage temperatures according to cold chain requirements.
IAC0203	Ensure use of personal protective equipment (PPE) by staff.
IAC0204	Apply proper stock rotation methods (FIFO/FEFO).
IAC0205	Identify and isolate non-compliant or damaged stock.
IAC0301	Plan engaging and informative training sessions.
IAC0302	Identify and provide timely and clear feedback to team members on compliance issues observed.
IAC0303	Correct non-compliant behaviour according to company policy.
IAC0304	Maintain accurate training records.
IAC0401	Complete compliance documentation accurately and on time.
IAC0402	Reports compliance issues clearly and promptly.
IAC0403	Identify opportunities for improving compliance performance.

Practical Module (PM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-PM-02	Oversee storage conditions and stock levels of perishable products	3	10	Blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to ensure that perishable products are stored under optimal conditions and that stock levels are accurately maintained, in compliance with cold chain requirements and inventory control standards in a simulated environment.

(b) List of Practical Skill Activities:

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PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-02-PS01	Monitor and maintain optimal storage conditions
PM-02-PS02	Manage stock levels effectively
PM-02-PS03	Ensure compliance with cold chain requirements
PM-02-PS04	Maintain documentation and reporting on storage and stock levels

(c) Scope of each Practical Skill Activity:

PM-02-PS01: Monitor and maintain optimal storage conditions
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:
Given a set of roleplay scenarios, a case study or a visual presentation depicting various storage environments, equipment status, and routine checks within the perishable goods department, including issues like temperature fluctuations, cleanliness, or equipment malfunctions, protocols and standards, with supporting documentation, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Check and record storage temperatures for refrigerators, freezers, and display units
PA0102	Inspect storage areas for cleanliness and pest control
PA0103	Ensure proper ventilation and humidity levels are maintained, as required
PA0104	Identify and report any faults or malfunctions in storage equipment
PA0105	Follow protocols for handling temperature deviations or equipment failures

PM-02-PS02: Manage stock levels effectively
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a set of roleplay scenarios, a case study or a visual presentation illustrating stock management situations such as stock counting, stock rotation, identifying damaged or near-expiry goods, procurement needs, and inventory reconciliation within the perishable goods department, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Conduct stock counts and reconcile discrepancies
PA0202	Monitor stock rotation using FIFO or FEFO methods
PA0203	Identify slow-moving, near-expiry, short-expiry, expired or damaged stock

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PA0204	Coordinate with procurement to reorder stock, as needed
PA0205	Maintain accurate stock records and update inventory systems

PM-02-PS03: Ensure compliance with cold chain requirements	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a set of roleplay scenarios, a case study or a visual presentation depicting various cold chain management situations such as temperature monitoring, stock receipt, equipment malfunction, or training moments, within the perishable goods department, and supporting documentation, the learner must be able to:	

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Verify that all perishable goods are stored within specified temperature ranges (These include, but are not limited to, temperature charts pertaining to specific cold chains, hot temperatures, ambientes, and such)
PA0302	Ensure maintenance of cold chain
PA0303	Train team members on cold chain importance and procedures
PA0304	Document cold chain checks and any deviations
PA0305	Implement corrective actions for cold chain non-compliance

PM-02-PS04: Maintain documentation and reporting on storage and stock levels	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a set of roleplay scenarios, a case study or a visual presentation illustrating day-to-day stock management activities, storage condition monitoring, reporting requirements, and potential irregularities within the perishable goods department, the learner must be able to:	

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Prepare reports on storage conditions and stock levels
PA0402	Document all inspections, stock movements, and incidents
PA0403	Identify and report any irregularities or concerns

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Accurately measure and log storage temperatures according to company standards.

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IAC0102	Demonstrate awareness of cleanliness and pest control standards.
IAC0103	Identify storage conditions affecting product quality.
IAC0104	Report equipment issues promptly and accurately.
IAC0105	Take appropriate action when storage conditions deviate from standards.
IAC0201	Complete stock counts thoroughly and identifies discrepancies.
IAC0202	Apply stock rotation methods correctly.
IAC0203	Recognise and manage stock nearing expiry or damaged goods.
IAC0204	Communicate reorder requirements effectively to procurement.
IAC0205	Maintain up-to-date and accurate stock records.
IAC0301	Consistently ensure storage temperatures meet cold chain standards.
IAC0302	Demonstrate knowledge of cold chain maintenance.
IAC0303	Provide effective training and guidance to staff.
IAC0304	Accurately document cold chain monitoring activities.
IAC0305	Respond promptly to cold chain breaches with corrective measures.
IAC0401	Produce timely and accurate storage and stock reports.
IAC0402	Maintain thorough and organized documentation.
IAC0403	Communicate non-compliance issues.

Practical Module (PM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-PM-03	Ensure effective handling to minimise waste and shrinkage	3	5	Blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to minimise waste and shrinkage by ensuring proper handling, storage, rotation, and stock management of perishable goods in a simulated environment.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-03-PS01	Apply proper handling techniques for perishable goods
PM-03-PS02	Implement stock rotation to reduce waste

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PM-03-PS03	Minimise waste through effective product inspection and segregation
PM-03-PS04	Train and support team in waste minimisation practices

(c) Scope of each Practical Skill Activity:

PM-03-PS01: Apply proper handling techniques for perishable goods	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
Given a set of roleplay scenarios, a case study or a visual presentation demonstrating different stages of handling perishable goods - including receiving, transporting, storing, and displaying - with examples of both correct and incorrect handling practices, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0101	Demonstrate safe and hygienic handling of perishable products
PA0102	Use appropriate equipment (trolleys, gloves, containers) to prevent damage during handling
PA0103	Follow temperature control procedures to prevent spoilage during handling
PA0104	Inspect products for signs of damage or spoilage at each handling stage
PA0105	Train team members on correct handling methods

PM-03-PS02: Implement stock rotation to reduce waste	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a set of roleplay scenarios, a case study or a visual presentation illustrating stock management challenges such as incorrect stock rotation, expired, short-expiry or near-expiry products, and overstocking in the perishable goods department, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	**PRACTICAL SKILL ACTIVITY ELEMENTS**
PA0201	Identify products requiring rotation based on expiry dates
PA0202	Apply FIFO or FEFO stock rotation methods
PA0203	Remove expired, short-expiry or near-expiry stock from shelves or storage
PA0204	Document stock rotation activities accurately
PA0205	Communicate stock rotation status

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PM-03-PS03: Minimise waste through effective product inspection and segregation	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a set of roleplay scenarios, a case study or a visual presentation depicting common issues related to product spoilage, damage, and waste within a perishable goods department, the learner must be able to:	

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Identify damaged or spoiled products
PA0302	Segregate damaged or spoiled products to prevent contamination
PA0303	Follow procedures for disposal or return of waste products
PA0304	Maintain waste records and report deviations
PA0305	Suggest improvements based on waste analysis

PM-03-PS04: Train and support team in waste minimisation practices	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a set of roleplay scenarios, a case study or a visual presentation illustrating common waste issues, team challenges, or training opportunities related to waste minimisation within the perishable goods department, the learner must be able to:	

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Plan training sessions emphasising correct handling and waste reduction
PA0402	Monitor team adherence to waste minimisation practices
PA0403	Provide feedback and corrective guidance to team members
PA0404	Document training activities and team performance

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLDEGE CODE	APPLIED KNOWLEDGE
AK0101	Principles of perishable goods safety and hygiene
AK0102	Cold chain management principles
AK0103	Proper handling and storage techniques
AK0104	Stock rotation methods (FIFO/FEFO)
AK0105	Waste minimisation/shrinkage strategies

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Demonstrate correct inspection of perishable products.
IAC0102	Use PPE consistently and correctly.
IAC0103	Apply safe lifting and carrying methods.
IAC0104	Maintain required temperature controls during handling.
IAC0105	Deliver clear and effective training on handling procedures.
IAC0201	Identify stock for rotation accurately.
IAC0202	Apply FIFO or FEFO rotation methods correctly.
IAC0203	Remove expired or near-expiry stock promptly.
IAC0204	Record stock rotation data precisely.
IAC0205	Communicate stock information clearly and timely.
IAC0301	Inspect products thoroughly and regularly.
IAC0302	Segregate damaged or spoiled products correctly.
IAC0303	Follow disposal or return procedures accurately.
IAC0304	Maintain waste records systematically.
IAC0305	Propose practical waste reduction measures.
IAC0401	Prepare clear and relevant training materials.
IAC0402	Deliver engaging and informative training sessions.
IAC0403	Monitor team compliance effectively.
IAC0404	Provide constructive feedback consistently.
IAC0405	Record training and performance data accurately.

Practical Module (PM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-PM-04	Provide quality customer service and assist in driving sales	3	5	Blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to enhance the customer experience by providing knowledgeable, friendly, and efficient service, while actively supporting sales through product availability, merchandising, and promotional activities in a simulated environment.

(b) List of Practical Skill Activities:

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PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-04-PS01	Deliver excellent customer service
PM-04-PS02	Promote products to increase sales

(c) Scope of each Practical Skill Activity:

PM-04-PS01: Deliver excellent customer service
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:
Given a set of roleplay scenarios, a case study or a visual presentation illustrating various customer service situations, including greeting customers, responding to inquiries, handling complaints, and ensuring customer satisfaction in a perishable goods setting, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Greet customers warmly and professionally
PA0102	Listen actively to customer needs and preferences
PA0103	Provide accurate product information and recommendations
PA0104	Handle customer complaints and queries effectively
PA0105	Follow up with customers to ensure satisfaction

PM-04-PS02: Promote products to increase sales
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a set of roleplay scenarios, a case study or a visual presentation showcasing product features, customer interactions, and sales situations in a perishable goods environment, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Promote key products based on sales targets
PA0202	Explain product features and benefits to customers
PA0203	Upsell or cross-sell related products during customer interactions
PA0204	Provide visual representation of attractive product displays to draw customer attention
PA0205	Report on customer preferences

(d) Applied Knowledge that underpins the Practical Skill

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APPLIED KNOWLDEGE CODE	APPLIED KNOWLEDGE
AK0101	Principles of customer service excellence
AK0102	Product knowledge
AK0103	Sales techniques
AK0104	Handling customer complaints and feedback
AK0105	Customer relationship management (CRM) principles

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Greet customers promptly and courteously.
IAC0102	Listen and respond appropriately to customer concerns.
IAC0103	Provide clear and accurate product information.
IAC0104	Resolve complaints in a professional manner.
IAC0105	Conduct follow-ups to confirm customer satisfaction.
IAC0201	Identify products with promotional potential effectively.
IAC0202	Explain product benefits clearly and persuasively.
IAC0203	Suggest additional products to customers tactfully.
IAC0204	Arrange product displays attractively.
IAC0205	Report sales data and customer feedback accurately.

Practical Module (PM) - 05

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-PM-05	Lead team operations and allocate daily tasks effectively	3	10	Blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to ensure efficient daily operations within the perishable goods department by coordinating team activities, allocating tasks according to operational priorities, and monitoring performance in a simulated environment.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-05-PS01	Plan and organise daily team tasks
PM-05-PS02	Coordinate team performance

PM-05-PS03	Facilitate team communication
PM-05-PS04	Maintain health and safety standards in team operations

(c) Scope of each Practical Skill Activity:

PM-05-PS01: Plan and organise daily team tasks
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:
Given a set of roleplay scenarios, a case study or a visual presentation detailing daily operational requirements, team capabilities, and workload priorities within a perishable goods department, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Review daily workload and priorities based on operational needs
PA0102	Assess team members' skills and availability
PA0103	Allocate tasks fairly and according to team members' strengths
PA0104	Communicate task assignments clearly to the team
PA0105	Adjust task allocation as needed during the shift

PM-05-PS02: Coordinate team performance
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a set of roleplay scenarios, a case study or a visual illustrating various team activities, performance challenges, and support situations within a perishable goods department, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Monitor team progress throughout the shift
PA0202	Provide guidance and support to team members, as needed
PA0203	Identify and address performance issues promptly
PA0204	Encourage teamwork and positive work attitudes
PA0205	Report team performance

PM-05-PS03: Facilitate team communication
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE

Given a set of roleplay scenarios, a case study or a visual presentation depicting team interactions, communication challenges, and conflict situations within a perishable goods department, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0301	Conduct handover at the start and end of shifts
PA0302	Encourage open communication among team members
PA0303	Listen actively to team concerns and feedback
PA0304	Resolve and report conflicts or misunderstandings promptly

PM-05-PS04: Maintain health and safety standards in team operations
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE
Given a set of roleplay scenarios, a case study or a visual presentation illustrating common health and safety situations, hazards, and team interactions within a perishable goods department, the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0401	Ensure team adherence to safety procedures
PA0402	Conduct regular safety checks during operations
PA0403	Provide safety briefings and reminders
PA0404	Report any hazards or incidents immediately
PA0405	Support team compliance with hygiene standards

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLDEGE CODE	APPLIED KNOWLEDGE
AK0101	Team leadership principles
AK0102	Workload planning and prioritisation
AK0103	Communications skills
AK0104	Health and safety regulations
AK0105	Performance monitoring and evaluations

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION

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IAC0101	Review daily operations and set clear priorities.
IAC0102	Evaluate team skills and availability accurately.
IAC0103	Allocate tasks effectively based on strengths.
IAC0104	Communicate assignments clearly and promptly.
IAC0105	Adapt task allocation in response to changing demands.
IAC0201	Monitor team activities consistently.
IAC0202	Provide constructive guidance effectively.
IAC0203	Identify performance issues early.
IAC0204	Promote teamwork and positive morale.
IAC0205	Report accurate team performance data.
IAC0301	Conduct effective team briefings.
IAC0302	Promote open and respectful communication.
IAC0303	Listen and respond to team feedback.
IAC0304	Resolve conflicts in a timely manner.
IAC0305	Document communication clearly and accurately.
IAC0401	Enforce safety procedures consistently.
IAC0402	Conduct safety checks thoroughly.
IAC0403	Deliver clear safety briefings.
IAC0404	Report hazards and incidents promptly.
IAC0405	Monitor team compliance with hygiene standards.

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 equipment are conducive to a learning environment. Checklists as per industry standards. Visual representation of the correct way of providing the Perishable Goods Department Coordination services.
CONSUMABLES	Relevant learning materials, models, audio-visual resources, learner management systems, zero-based data, where applicable.

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ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	Audiovisual equipment and all other equipment are conducive to a learning environment. Checklists as per industry standards. Visual representation of the correct way of providing the Perishable Goods Department Coordination services.
CONSUMABLES	Relevant assessment materials, models, audio-visual resources, learner management systems, zero-based data, where applicable.

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators must have relevant industry experience related to the subject.: • Retail or Supermarket Operations (Perishables Focus) and/or • Supply Chain & Distribution (Perishable Goods)and/or • Food Safety & Quality Assurance and/or • Knowledge of supply chain management and inventory control and/or • Understanding of Merchandising & Product Display and/or • Team Coordination & Shift Management and/or • Facilitator training and prior facilitator experience. Individuals compiling the internal assessments must have either an industry-related qualification at least one level higher than this qualification, or have operated as a Perishable Goods Manager, business owner, SMME with at least 2 years' experience relevant to the subject.
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Individuals compiling the summative assessments must have either an industry-related qualification at least one level higher than this qualification, or have operated as a Perishable Goods Manager, business owner, SMME with at least 2 years' experience relevant to the subject. Assessment training and prior assessor experience.

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ASSESSOR/LEARNER RATIO	1 to 20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	• Registered as a provider
	• Registered as a legal business
	• Tax-compliant
	• CIPC registration
	• POPI compliant
	• Labour regulation compliance and displays of Summary of Acts

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	• Registered as a an assessment centre
	• Registered as a legal business
	• Tax-compliant
	• CIPC registration
	• POPI compliant
	• Labour regulation compliance and displays of Summary of Acts

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
None	

ASSESSMENT CENTRE	
None	

3.2.3 Exemptions

None

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3.3 WORK EXPERIENCE MODULE (WM) 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
522301-002-01-WM-01	Perishable goods compliance standards	3	8
522301-002-01-WM-02	Cold chain control and perishable goods monitoring	3	12
522301-002-01-WM-03	Waste and shrinkage management practices	3	10
522301-002-01-WM-04	Customer service and sales support principles	3	10
522301-002-01-WM-05	Team performance and daily workflow efficiency procedures	3	15

Total number of credits: 55

3.3.1 Detailing Work Experience Module (WM) contents

Work Experience Module (WM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-01	Perishable goods compliance standards	3	8	Blended

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to gain exposure to the compliance standards, regulatory requirements, and operational protocols essential to managing perishable goods.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-01-WE01	Demonstrate knowledge of compliance standards for perishable goods
WM-01-WE02	Apply cold chain and temperature control procedures
WM-01-WE03	Inspect and assess perishable goods for quantity, quality, and safety
WM-01-WE04	Maintain hygiene and sanitation standards in preparation and retail areas
WM-01-WE05	Complete and maintain compliance documentation

(c) Scope of each Work Experience Competency:

WM-01-WE01: Demonstrate knowledge of compliance standards for perishable goods	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0101	Comply with applicable perishable safety regulations and internal standards
WA0102	Apply key legislative practices and organisational procedures to handling and storing perishable goods (e.g. R638, HACCP principles)
WA0103	Verify compliance in reducing health risks and product loss (These include, but are not limited to, order of expiry dates, sell-by dates (FIFO/FEFO), handling of perishable goods, temperature control, cleaning, and hygiene standards, and such)

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WM-01-WE02: Apply cold chain and temperature control procedures

WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:

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

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0201	Monitor and record temperatures of storage areas, display units, and transport vehicles
WA0202	Identify and respond to non-conformance in cold chain and temperature control requirements
WA0203	Maintain cold chain and temperature integrity through perishable goods movement

WM-01-WE03: Inspect and assess perishable goods for quantity, quality, and safety

WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:

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

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0301	Conduct visual and physical inspections of perishable goods
WA0302	Identify spoilage, contamination, or quality defects according to company standards
WA0303	Apply FIFO/FEFO principles when rotating perishable goods

WM-01-WE04: Maintain hygiene and sanitation standards in preparation and retail areas

WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:

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

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Follow cleaning schedules and procedures for equipment, shelves, and cold storage areas
WA0402	Handle cleaning agents and PPE correctly according to health and safety protocols
WA0403	Complete hygiene checklists and report deviations

WM-01-WE05: Complete and maintain compliance documentation

WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0501	Accurately complete temperature logs, delivery checklists, and inspection records
WA0502	Store compliance documentation in line with traceability and audit requirements
WA0503	Report compliance issues promptly to supervisors or quality control personnel
WA0504	Participate in inspections and implementing corrective actions

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Completed documentation (These include, but are not limited to, temperature logs, cleaning rosters, chemical control checklists, plaster rosters, and such)
SE0102	Proof of induction or briefing updates on legislative and/or operational requirements, when necessary
SE0103	Proof of induction or briefing relating to health risks and product loss
SE0201	Daily/weekly temperature logs with learner's initials and dates
SE0202	Incident report or alert raised for a cold chain and/or temperature breach, when required
SE0203	Photos or checklist showing correct use of thermometers or probes
SE0301	Completed inspection checklist
SE0302	Rejected goods or quality issue documentation submitted by learner
SE0303	FIFO/FEFO rotation chart or perishable goods rotation record
SE0401	Hygiene inspection checklist completed and signed
SE0402	Cleaning schedule with learner's initials for completed tasks
SE0403	Photos of learner cleaning or completed hygiene checklist used by the learner
SE0404	Signed observation from supervisor confirming safe handling of cleaning materials and use of PPE

SE0501	Completed temperature logs, delivery checklists, and inspection records
SE0502	Screenshot / photo of properly filed documents
SE0503	Proof of reporting
SE0504	Proof of corrective action implemented

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Regulatory and Compliance Frameworks
2	Cold Chain Management Principles
3	Perishable Goods Inspection and Quality Control
4	Stock Rotation and Traceability Systems
5	Hygiene and Sanitation Protocols
6	Safe Use of Cleaning Materials and PPE
7	Recordkeeping and Compliance Documentation
8	Inspection Procedures
9	Health and Safety Awareness in Perishable Goods Handling

Work Experience Module (WM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118732-002-01-WM-01	Cold Chain Control and Perishable Goods Monitoring	3	12	Blended

3.3.1 Detailing Work Experience (WM) contents

Work Experience Module (WM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
118732-002-01-WM-01	Cold Chain Control and Perishable Goods Monitoring	3	12	Blended

(a) Purpose of the Work Experience Module:

The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to gain exposure to all processes related to perishable goods and cold chain compliance and to coordinate the activities of a team of perishable goods replenishers and the flow of perishable goods in compliance with cold chain requirements.

(b) List of Work Experience Competencies:

The learner will be required to:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-01-WE01	Work day OR NIGHT shift in retail or wholesale outlet
WM-01-WE02	Work night shift in retail or wholesale outlet
WM-01-WE03	Work weekend shift in retail or wholesale outlet
WM-01-WE04	Conduct an internal self-audit in retail or wholesale outlet
WM-01-WE05	Plan a special event or promotional activity to promote sales

(c) Scope of each Work Experience Competency:

WM-01-WE01: Work day shift in retail or wholesale outlet	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0101	Do a floor walk with a manager and complete a hand-over document

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WA0102	Check if Customer Protection Act (CPA) production documentation is in place and valid (correct dates, signatures)
WA0103	Schedule staff for a week and deal with absenteeism etc. according to workplace procedures or give input to the staff planner
WA0104	Facilitate a weekly planning meeting and daily focus meeting with team for two weeks
WA0105	Delegate daily tasks to each member of the team
WA0106	Monitor all cold chain replenishment activities and disciplines ensuring compliance
WA0107	Monitor compliance, safety, and security of the department
WA0108	Report on approaching a customer, offering assistance and handling a query

WM-01-WE02: Work night shift in retail or wholesale outlet
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
The person will be expected to engage in the following work activities:

WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0201	Do a floor walk with a manager and complete a hand-over document
WA0202	Check if CPA production documentation is in place and valid (correct dates, signatures)
WA0203	Schedule staff for a night shift and deal with absenteeism etc. according to workplace procedures or give input to the staff planner
WA0204	Facilitate a planning meeting and focus meeting with team for a night shift
WA0205	Delegate tasks to each member of the team
WA0206	Monitor all cold chain replenishment activities and disciplines ensuring compliance
WA0207	Monitor compliance, safety, and security of the department
WA0208	Do a floor walk with a manager and complete a hand-over document

WM-01-WE03: Work weekend shift in retail or wholesale outlet
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
The person will be expected to engage in the following work activities:

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WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0301	Do a floor walk with a manager and complete a hand-over document
WA0302	Check if CPA production documentation is in place and valid (correct dates, signatures)
WA0303	Schedule staff for a weekend shift and deal with absenteeism etc. according to workplace procedures or give input to the staff planner
WA0304	Facilitate a weekend shift planning meeting and daily focus meeting with team for two weekend shifts
WA0305	Delegate daily tasks to each member of the team
WA0306	Monitor all cold chain replenishment activities and disciplines ensuring compliance
WA0307	Monitor compliance, safety, and security of the department
WA0308	Report on approaching a customer, offering assistance, and handling a query

WM-01-WE04: Conduct an internal self-audit in retail or wholesale outlet
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
The person will be expected to engage in the following work activities:

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Conduct an internal OHSA self-audit to ensure compliance and identify and rectify deviations and conduct a follow-up with a manager to evaluate effectiveness of rectifications
WA0402	Conduct an internal hygiene self-audit to ensure compliance and identify and rectify deviations and conduct a follow-up with a manager to evaluate effectiveness of rectifications

WM-01-WE05: Plan a special event or promotional activity to promote sales
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
The person will be expected to engage in the following work activities:

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0501	Attend a team meeting with manager and discuss an action plan

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WA0502	Identify requirements for increasing staff volumes and changes of trading hours
WA0503	Read and interpret the design and theme of the event and display
WA0504	Identify the products to be displayed and cross-merchandising products and increases in stock volume
WA0505	Conduct a team meeting with team
WA0506	Assign and oversee tasks for building the display by taking into account visual appeal and using the identified product and cross-merchandising product identified above
WA0507	Conduct monitoring and evaluation activities to ensure the effective implementation and of the event and maintaining quality at all times

(d) Supporting Evidence

SUPPORTING EVIDENCE	
SE0101	Attendance register
SE0102	Shift hand-over documentation
SE0103	Floor walk checklist
SE0104	Weekly report
SE0105	Meeting documentation
SE0201	Attendance register
SE0202	Shift hand-over documentation
SE0203	Floor walk checklist
SE0204	Night shift report
SE0205	Meeting documentation
SE0301	Attendance register
SE0302	Shift hand-over documentation
SE0303	Floor walk checklist
SE0304	Weekend report
SE0305	Meeting documentation
SE0401	Checklists indicating finding
SE0402	Report indicating suggested improvements or rectifications
SE0403	Monitoring and evaluation sheet
SE0501	Special event or promotional activity documentation
SE0502	Monitoring and evaluation report

(e) Contextualised Workplace Knowledge

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

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-02	Cold Chain Control and Perishable Goods Monitoring	3	12	Blended

(a) Purpose of the Work Experience Module:

The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to gain exposure to coordinate and monitor cold chain and hot counter processes within a perishable goods environment. Learners will gain hands-on experience in maintaining temperature control standards, recording data accurately, and identifying risks related to spoilage and non-compliance.

(b) List of Work Experience Competencies:

The learner will be required to:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-02-WE01	Monitor cold chain and hot counter temperature compliance
WM-02-WE02	Inspect and verify perishable stock according to cold chain and hot counter requirements
WM-02-WE03	Identify and report cold chain and hot counter risks
WM-02-WE04	Enforce hygiene and safety standards in cold chain and hot counter environments

(c) Scope of each Work Experience Competency:

WM-02-WE01: Monitor cold chain and hot counter temperature compliance
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
The person will be expected to engage in the following work activities:

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WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0101	Record temperature readings from cold storage units, hot counters, and ambient displays at scheduled intervals
WA0102	Verify thermometer calibration and report variances
WA0103	Complete cold chain log sheets and flag out-of-range temperatures

WM-01-WE02: Inspect and verify perishable stock according to cold chain and hot counter requirements
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
The person will be expected to engage in the following work activities:

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0201	Inspect incoming perishables for temperature and condition
WA0202	Ensure perishable items are stored according to stock rotation principles (e.g. FIFO/FEFO)
WA0203	Maintain correct product placement in cold storage, hot counters, and ambient displays
WA0204	Monitor and verify items against label information (These include, but are not limited to batch numbers, storage instructions, best before -, expiry dates, ingredients, nutritional value, and such)
WA0205	Remove expired or spoiled stock from shelves

WM-01-WE03: Identify and report cold chain and hot counter risks
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE
The person will be expected to engage in the following work activities:

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0301	Inspect storage equipment for signs of malfunction
WA0302	Report any abnormal temperature trends, noises, leaks, or electrical faults or spoilage
WA0303	Record and escalate cold chain and hot counter incidents promptly

WM-01-WE04: Enforce hygiene and safety standards in cold chain and hot counter environments

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WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The person will be expected to engage in the following work activities:	

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Conduct routine hygiene checks in cold storage and handling areas
WA0402	Ensure team members follow PPE and sanitisation procedures
WA0403	Identify and report hygiene breaches or contamination risks
WA0404	Record cleaning schedules and verify task completion

(d) Supporting Evidence

SUPPORTING EVIDENCE	
SE0101	Completed temperature control logs
SE0102	Equipment maintenance records
SE0103	Incident reports (if applicable)
SE0201	Inspection checklists
SE0202	Stock rotation logs
SE0203	Storage area photos or supervisor observation notes
SE0301	Completed cold chain and hot counter risk reports
SE0302	Maintenance call logs or emails
SE0303	Incident report submitted for malfunctioning units, if required
SE0401	Completed hygiene inspection checklists
SE0402	Cleaning rosters signed and dated
SE0403	Photos of correctly applied PPE and sanitisation stations
SE0404	Supervisor observation or corrective action forms

(e) Contextualised Workplace Knowledge

CONTEXTUALISED WORKPLACE KNOWLEDGE	
1.	Cold chain policy and standard operating procedures (SOPs) for temperature control
2.	Generally acceptable temperature ranges for perishable goods
3.	Product integrity and legal compliance practices
4.	Organisation's stock rotation policy and product labelling standards
5.	Hygiene and food safety regulations

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6.	Reporting lines and escalation protocols for technical issues
7.	Preventative maintenance schedule
8.	Health and Safety Policy and maintenance SOPs
9.	National food safety regulations
10.	Clean and contamination-free cold chain environment practices
11.	Stock dating standards

Work Experience Module (WM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-03	Waste and shrinkage management practices	3	10	Blended

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to gain exposure to effective waste and shrinkage management practices, supporting efficiency, sustainability and profitability in the handling of perishable goods.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-03-WE01	Identify the types and causes of waste and shrinkage in perishable goods against organisational requirements
WM-03-WE02	Apply standard operating procedures (SOPs) to minimise waste and shrinkage
WM-03-WE03	Record, report, and analyse shrinkage and wastage data
WM-03-WE04	Implement corrective or preventative actions
WM-03-WE05	Educate and support team members on waste-reduction practices and processes

(c) Scope of each Work Experience Competency:

WM-03-WE01: Identify the types and causes of waste and shrinkage in perishable goods against organisational requirements	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**

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WA0101	Identify common types of waste (expired goods, spoilage, damaged packaging, over-ordering) within the workplace
WA0102	Differentiate between controllable and uncontrollable causes of shrinkage
WA0103	Recognise the financial and operational impact of excessive waste

WM-03-WE02: Apply standard operating procedures (SOPs) to minimise waste and shrinkage	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0201	Follow correct receiving and storage procedures to reduce spoilage
WA0202	Rotate stock using FIFO/FEFO principles
WA0203	Monitor and record stock levels to prevent overstocking or understocking
WA0204	Monitor customer and employee behaviour in terms of negative food hygiene practices

WM-03-WE03: Record, report, and analyse shrinkage and wastage data	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0301	Accurately complete waste and shrinkage reports
WA0302	Identify patterns or recurring causes from the data
WA0303	Submit completed records to management or relevant departments

WM-03-WE04: Implement corrective or preventative actions	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**

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WA0401	Suggest improvements to reduce future waste (These include, but are not limited to, adjusted ordering, better packaging, faster rotation, and such)
WA0402	Support implementation of new practices or technologies (These include, but are not limited to, temperature monitors, expiry alerts, and such)
WA0403	Participate in corrective action, when required

WM-03-WE05: Educate and support team members on waste-reduction practices and processes
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:
The person will be expected to engage in the following work activities:

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0501	Share correct handling practices with peers or new staff
WA0502	Demonstrate correct storage and rotation methods to others
WA0503	Communicate importance of waste management during briefings
WA0504	Observe correct customer and employee hygienic practices

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Learner-completed worksheet or presentation on waste types and causes.
SE0102	Supervisor observation of discussion or response to waste incident.
SE0103	Meeting notes or logbook entries reflecting awareness of shrinkage trends.
SE0201	Signed stock rotation records or FIFO/FEFO checklists.
SE0202	Supervisor observation report confirming SOP adherence.
SE0203	Photos or logs showing correctly stored, labelled, and rotated stock.
SE0204	Feedback on customer and employee behaviour when confronted with negative food practices.
SE0301	Copies of completed waste tracking sheets or loss reports.
SE0302	Analysis summary or short report identifying key causes of shrinkage.

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SE0303	Supervisor or manager's review of submitted documentation.
SE0401	Logbook entry describing learner's input on reducing waste.
SE0402	Minutes of team meeting where learner contributed ideas.
SE0403	Before-and-after comparison of shrinkage reports (showing improvement).
SE0501	Peer or supervisor feedback on learner's demonstration or support.
SE0502	Signed induction checklist showing learner supported training of new staff.
SE0503	Record of team briefing notes with learner's contribution.
SE0504	Proof of customer and employee hygienic practices.

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Definitions and Types of Waste and Shrinkage
2	Common Causes of Waste and Shrinkage in Perishable Goods
3	Financial and Operational Impact of Shrinkage
4	Stock Rotation and Shelf-Life Management (FIFO/FEFO)
5	Receiving, Storage, and Handling Procedures
6	Waste Recording and Reporting Procedures
7	Analysis of Shrinkage Trends and Patterns
8	Preventative and Corrective Waste Management Actions
9	Team Communication and Training on Waste Reduction
10	Organisational Policies and Compliance Related to Waste Management

Work Experience Module (WM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-04	Customer service and sales support principles	3	10	Blended

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to gain exposure to engaging with customers in a professional and ethical manner and supporting sales, where necessary.

(b) List of Work Experience Competencies:

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WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-04-WE01	Apply basic customer service principles in a perishable goods environment
WM-04-WE02	Assist in maintaining product availability and presentation to support sales
WM-04-WE03	Support promotional activities in the perishable goods department
WM-04-WE04	Communicate effectively with team members and customers

(c) Scope of each Work Experience Competency:

WM-04-WE01: Apply basic customer service principles in a perishable goods environment	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0101	Greet and engage with internal or external customers professionally
WA0102	Attend to complaints or queries in a polite, solution-focused manner
WA0103	Respond to routine enquiries about products, stock levels, or pricing
WA0104	Escalate customer feedback on products

WM-04-WE02: Assist in maintaining product availability and presentation to support sales	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0201	Monitor product displays for stock levels, rotation, and presentation
WA0202	Ensure perishable goods are attractively arranged and clean
WA0203	Flag low stock or fast-moving items to the supervisor or sales team

WM-04-WE03: Support promotional activities in the perishable goods department	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0301	Assist in setting up in-store promotions (These include, but are not limited to signage, product placement, and such)
WA0302	Inform customers and team members about current specials or promotions
WA0303	Monitor expiry dates of promotional stock to avoid waste

WM-04-WE04: Communicate effectively with team members and customers
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:
The person will be expected to engage in the following work activities:

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Use clear, respectful language in verbal and written communication
WA0402	Relay information from customers to relevant departments (These include, but are not limited to pricing errors, stock requests)
WA0403	Participate in team briefings or handovers

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Customer interaction log or feedback forms
SE0102	Supervisor observation or checklist confirming service behaviour
SE0103	Email or written response to a customer enquiry
SE0104	Handover logs / briefing notes
SE0201	Restocking records or shelf audit checklists
SE0202	Photos of product displays before and after restocking
SE0203	Supervisor confirmation of timely replenishment or escalation
SE0301	Photos of promotional displays learner helped set up
SE0302	List of products checked or rotated during promotion
SE0303	Brief report or feedback from marketing/supervisor
SE0401	Internal message, report, or WhatsApp/email to team/supervisor
SE0402	Supervisor feedback on team participation and communication

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SE0403	Logbook entry describing customer interaction and outcome

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Principles of good customer service
2	Roles and responsibilities in a customer-facing retail environment
3	Types of customers and their expectations
4	Product Knowledge: perishable goods handling, storage, and presentation
5	Communication techniques for engaging with customers and team members
6	Procedures for handling customer complaints and returns
7	Promotion and merchandising basics in the perishable goods section
8	Stock availability, replenishment, and rotation to support sales
9	Workplace etiquette and professional conduct
10	Internal reporting channels for sales and customer feedback

Work Experience Module (WM) - 05

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-05	Team performance and daily workflow efficiency procedures	3	15	Blended

(a) Purpose of the Work Experience Module:

The focus of the work experience is on providing the learner an opportunity to gain exposure to daily allocation of tasks and measuring performance against organisational requirements.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-05-WE01	Monitor daily team responsibilities and workflow targets
WM-05-WE02	Allocate and prioritise tasks based on workflow needs
WM-05-WE03	Support basic time and resource management within the team
WM-05-WE04	Complete and update basic workflow documentation
WM-05-WE05	Participate in and contribute to team briefings or performance meetings

(c) Scope of each Work Experience Competency:

WM-05-WE01: Monitor daily team responsibilities and workflow targets

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WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0101	Review daily shift or task allocations for the perishable goods team
WA0102	Track whether key activities (e.g. deliveries, stock rotation, cleaning) are completed on time
WA0103	Identify delays or workflow bottlenecks and report them

WM-05-WE02: Allocate and prioritise tasks based on workflow needs	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0201	Assist supervisor in allocating tasks based on urgency or delivery schedules
WA0202	Communicate priorities clearly to team members
WA0203	Adjust tasks as needed during the shift (These include, but are not limited to, reprioritising tasks due to late delivery)

WM-05-WE03: Support basic time and resource management within the team	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	**WORK EXPERIENCE COMPETENCY ELEMENTS**
WA0301	Ensure team members have access to necessary tools, stock, or equipment
WA0302	Report shortages or delays in stock/equipment affecting workflow
WA0303	Follow up on task completion within expected timeframes

WM-05-WE04: Complete and update basic workflow documentation	
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:	
The person will be expected to engage in the following work activities:	

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WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0401	Fill in checklists, handover books, or stock movement logs correctly
WA0402	Ensure records of completed tasks or incidents are filed, as required
WA0403	Use workplace formats to report progress or concerns

WM-05-WE05: Participate in and contribute to team briefings or performance meetings
WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:
The person will be expected to engage in the following work activities:

WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0501	Attend daily or weekly team meetings related to operations
WA0502	Share feedback on what went well and what needs improvement
WA0503	Take note of instructions or targets and follow through accordingly

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	Daily task checklist or shift log signed by learner
SE0102	Supervisor's observation/confirmation of workflow monitoring
SE0103	Incident or deviation report submitted for delayed tasks
SE0201	Copy of task allocation or team duty roster with learner input
SE0202	Team briefing notes or shift plan prepared by learner
SE0203	Supervisor feedback on learner's ability to support workflow prioritisation
SE0301	Resource request or shortage report submitted by learner
SE0302	Photo or log of organised storage or prep area
SE0303	Supervisor or peer feedback confirming learner's support
SE0401	Completed shift checklist, task record, or logbook entry
SE0402	Feedback documentation sent to supervisor or team
SE0403	File or folder demonstrating correct document handling
SE0501	Team meeting attendance register with learner's name

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SE0502	Notes taken during a performance briefing or debrief
SE0503	Supervisor feedback or evaluation of learner's participation

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Roles and responsibilities within the perishable goods team
2	Daily workflow procedures and task allocation
3	Time management in a retail and perishables environment
4	Tools and systems for monitoring team performance
5	Communication protocols for shift handover and task updates
6	Common workflow disruptions and contingency actions
7	Productivity standards and key performance indicators (KPIs)
8	Reporting structures and escalation procedures
9	Workplace documentation: checklists, logs, and handover notes
10	Team briefing, feedback, and continuous improvement practices

3.3.2 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:

WORKPLACE PROVIDER	
EQUIPMENT & TOOLS	Operational wholesale or retail store providing perishable goods section and cold chain protocols. Key processes: coordinating a team and perishable goods in compliance with cold chain requirements
CONSUMABLES	Handouts and stationery

ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	Audiovisual equipment and all other required equipment A simulated or actual wholesale or retail sales environment, or classroom Assessment material for interacting with different types of diverse customers and presenting a positive and professional image

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	Sets of information as per the scenarios, pictures, or photographs
CONSUMABLES	Handouts and stationery

Human Resource Requirements:

WORKPLACE PROVIDER	
QUALIFICATIONS & EXPERIENCE	Supervisor/Manager with at least 1 year's experience of overseeing cold chain protocols and perishable goods section
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	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.
ASSESSOR/LEARNER RATIO	1 to 20

Legal Requirements:

WORKPLACE PROVIDER	
QUALIFICATIONS & EXPERIENCE	Registered as a provider Registered with the CIPC and CSD Tax compliant A legal business entity. Meet health and safety standards
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Registered as an assessment centre Registered with the CIPC and CSD Tax compliant A legal business entity

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	Meet health and safety standards
FACILITATOR/LEARNER RATIO	1 to 20

Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
None	

ASSESSMENT CENTRE	
None	

3.2.3 Exemptions

None

3.4 POSSIBLE SEQUENCING AND INTEGRATION

Listing and order of modules in the sequence in which these modules will follow each other during delivery/implementation. This allows for integration of KM, AM (PM/ WM) as work logically flows.

ORDER	MODULE TITLE	MODULE CODE	LEVEL	CREDITS
1.				
2.				

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SECTION 4. STATEMENT OF WORK EXPERIENCE

QUALIFICATION/PART-QUALIFICATIONS/SKILLS PROGRAMME TYPE	QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME TITLE/DESCRIPTOR	NQF LEVEL	CREDITS
Occupational Certificate	Perishable Goods Department Coordinator	3	139 (54)

CURRICULUM CODE	522301-002-01-00 (SAQA ID 118732)

LEARNER DETAILS

NAME:	
ID NUMBER:	

EMPLOYER DETAILS

COMPANY NAME:	
ADDRESS:	
SUPERVISOR NAME:	
WORK TELEPHONE:	
E-MAIL:	

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MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-01	Perishable goods compliance standards	3	8	Blended

WORK EXPERIENCE MODULE DETAILS			
WM-01-WE01	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0101	Comply with applicable perishable safety regulations and internal standards		
WA0102	Apply key legislative practices and organisational procedures to handling and storing perishable goods (e.g. R638, HACCP principles)		
WA0103	Verify compliance in reducing health risks and product loss (These include, but are not limited to, order of expiry dates, sell-by dates (FIFO/FEFO), handling of perishable goods, temperature control, cleaning and hygiene standards, and such)		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0101	Completed documentation (These include, but are not limited to, temperature logs, cleaning rosters, chemical control checklists, plaster rosters, and such)		
SE0102	Proof of induction or briefing updates on legislative and/or operational requirements, when necessary		
SE0103	Proof of induction or briefing relating to health risks and product loss		
WM-01-WE02	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0201	Monitor and record temperatures of storage areas, display units, and transport vehicles		
WA0202	Identify and respond to non-conformance in cold chain and temperature control requirements		

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WA0203	Maintain cold chain and temperature integrity through perishable goods movement		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0201	Daily/weekly temperature logs with learner's initials and dates		
SE0202	Incident report or alert raised for a cold chain and/or temperature breach, when required		
SE0203	Photos or checklist showing correct use of thermometers or probes		
WM-01-WE03	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0301	Conduct visual and physical inspections of perishable goods		
WA0302	Identify spoilage, contamination, or quality defects according to company standards		
WA0303	Apply FIFO/FEFO principles when rotating perishable goods		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0301	Completed inspection checklist		
SE0302	Rejected goods or quality issue documentation submitted by learner		
SE0303	FIFO/FEFO rotation chart or perishable goods rotation record		
WM-01-WE04	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0401	Follow cleaning schedules and procedures for equipment, shelves, and cold storage areas		
WA0402	Handle cleaning agents and PPE correctly according to health and safety protocols		
WA0403	Complete hygiene checklists and report deviations		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**

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SE0401	Hygiene inspection checklist completed and signed		
SE0402	Cleaning schedule with learner's initials for completed tasks		
SE0403	Photos of learner cleaning or completed hygiene checklist used by the learner		
SE0404	Signed observation from supervisor confirming safe handling of cleaning materials and use of PPE		
WM-01-WE05	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0501	Accurately complete temperature logs, delivery checklists, and inspection records		
WA0502	Store compliance documentation in line with traceability and audit requirements		
WA0503	Report compliance issues promptly to supervisors or quality control personnel		
WA0504	Participate in inspections and implementing corrective actions		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0501	Completed temperature logs, delivery checklists, and inspection records		
SE0502	Screenshot / photo of properly filed documents		
SE0503	Proof of reporting		
SE0504	Proof of corrective action implemented		

NUMBER	CONTEXTUALISED WORKPLACE KNOWLEDGE	DATE	SIGNATURE
1.	Regulatory and Compliance Frameworks		
2.	Cold Chain Management Principles		

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3.	Perishable Goods Inspection and Quality Control		
4.	Stock Rotation and Traceability Systems		
5.	Hygiene and Sanitation Protocols		
6.	Safe Use of Cleaning Materials and PPE		
7.	Recordkeeping and Compliance Documentation		
8.	Inspection Procedures		
9.	Health and Safety Awareness in Perishable Goods Handling		
NUMBER	**ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY**	**DATE**	**SIGNATURE**
1.	None		

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-02	Cold Chain Control and Perishable Goods Monitoring	3	12	Blended

WORK EXPERIENCE MODULE DETAILS			
WM-02-WE01	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0101	Record temperature readings from cold storage units, hot counters and ambient displays at scheduled intervals		
WA0102	Verify thermometer calibration and report variances		
WA0103	Complete cold chain log sheets and flag out-of-range temperatures		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0101	Completed temperature control logs		

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SE0102	Equipment maintenance records		
SE0103	Incident reports (if applicable)		
WM-02-WE02	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0201	Inspect incoming perishables for temperature and condition		
WA0202	Ensure perishable items are stored according to stock rotation principles (e.g. FIFO/FEFO)		
WA0203	Maintain correct product placement in cold storage, hot counters and ambient displays		
WA0204	Monitor and verify items against label information (These include, but are not limited to batch numbers, storage instructions, best before -, expiry dates, ingredients, nutritional value, and such)		
WA0205	Remove expired or spoiled stock from shelves		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0201	Inspection checklists		
SE0202	Stock rotation logs		
SE0203	Storage area photos or supervisor observation notes		
WM-02-WE03	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0301	Inspect storage equipment for signs of malfunction		
WA0302	Report any abnormal temperature trends, noises, leaks, or electrical faults or spoilage		
WA0303	Record and escalate cold chain and hot counter incidents promptly		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**

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SE0301	Completed cold chain and hot counter risk reports		
SE0302	Maintenance call logs or emails		
SE0303	Incident report submitted for malfunctioning units, if required		
WM-02-WE04	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0401	Conduct routine hygiene checks in cold storage and handling areas		
WA0402	Ensure team members follow PPE and sanitisation procedures		
WA0403	Identify and report hygiene breaches or contamination risks		
WA0404	Record cleaning schedules and verify task completion		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0401	Completed hygiene inspection checklists		
SE0402	Cleaning rosters signed and dated		
SE0403	Photos of correctly applied PPE and sanitisation stations		
SE0404	Supervisor observation or corrective action forms		

NUMBER	CONTEXTUALISED WORKPLACE KNOWLEDGE	DATE	SIGNATURE
1.	Cold chain policy and standard operating procedures (SOPs) for temperature control		
2.	Generally acceptable temperature ranges for perishable goods		
3.	Product integrity and legal compliance practices		

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4.	Organisation's stock rotation policy and product labelling standards		
5.	Hygiene and food safety regulations		
6.	Reporting lines and escalation protocols for technical issues		
7.	Preventative maintenance schedule		
8.	Health and Safety Policy and maintenance SOPs		
9.	National food safety regulations		
10.	Clean and contamination-free cold chain environment practices		
11.**NUMBER**	**ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY**	**DATE**	**SIGNATURE**
1.	None		

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-03	Waste and shrinkage management practices	3	10	Blended

WORK EXPERIENCE MODULE DETAILS			
WM-03-WE01	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0101	Identify common types of waste (expired goods, spoilage, damaged packaging, over-ordering) within the workplace		
WA0102	Differentiate between controllable and uncontrollable causes of shrinkage		
WA0103	Recognise the financial and operational impact of excessive waste		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**

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SE0101	Learner-completed worksheet or presentation on waste types and causes.		
SE0102	Supervisor observation of discussion or response to waste incident.		
SE0103	Meeting notes or logbook entries reflecting awareness of shrinkage trends.		
WM-03-WE02	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0201	Follow correct receiving and storage procedures to reduce spoilage		
WA0202	Rotate stock using FIFO/FEFO principles		
WA0203	Monitor and record stock levels to prevent overstocking or understocking		
WA0204	Monitor customer and employee behaviour in terms of negative food hygiene practices		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0201	Signed stock rotation records or FIFO/FEFO checklists.		
SE0202	Supervisor observation report confirming SOP adherence.		
SE0203	Photos or logs showing correctly stored, labelled, and rotated stock.		
SE0204	Feedback on customer and employee behaviour when confronted with negative food practices.		
WM-03-WE03	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0301	Accurately complete waste and shrinkage reports		
WA0302	Identify patterns or recurring causes from the data		
WA0303	Submit completed records to management or relevant departments		

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	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0301	Copies of completed waste tracking sheets or loss reports.		
SE0302	Analysis summary or short report identifying key causes of shrinkage.		
SE0303	Supervisor or manager's review of submitted documentation.		
WM-03-WE04	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0401	Suggest improvements to reduce future waste (These include, but are not limited to, adjusted ordering, better packaging, faster rotation, and such)		
WA0402	Support implementation of new practices or technologies (These include, but are not limited to, temperature monitors, expiry alerts, and such)		
WA0403	Participate in corrective action, when required		
	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0401	Logbook entry describing learner's input on reducing waste.		
SE0402	Minutes of team meeting where learner contributed ideas.		
SE0403	Before-and-after comparison of shrinkage reports (showing improvement).		
WM-03-WE05	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0501	Share correct handling practices with peers or new staff		
WA0502	Demonstrate correct storage and rotation methods to others		
WA0503	Communicate importance of waste management during briefings		

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WA0504	Observe correct customer and employee hygienic practices		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0501	Peer or supervisor feedback on learner's demonstration or support.		
SE0502	Signed induction checklist showing learner supported training of new staff.		
SE0503	Record of team briefing notes with learner's contribution.		
SE0504	Proof of customer and employee hygienic practices.		

NUMBER	CONTEXTUALISED WORKPLACE KNOWLEDGE	DATE	SIGNATURE
1.	Definitions and Types of Waste and Shrinkage		
2.	Common Causes of Waste and Shrinkage in Perishable Goods		
3.	Financial and Operational Impact of Shrinkage		
4.	Stock Rotation and Shelf-Life Management (FIFO/FEFO)		
5.	Receiving, Storage, and Handling Procedures		
6.	Waste Recording and Reporting Procedures		
7.	Analysis of Shrinkage Trends and Patterns		
8.	Preventative and Corrective Waste Management Actions		
9.	Team Communication and Training on Waste Reduction		
10.	Organisational Policies and Compliance Related to Waste Management		

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NUMBER	ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY	DATE	SIGNATURE
1.	None		

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-04	Customer service and sales support principles	3	10	Blended

WORK EXPERIENCE MODULE DETAILS			
WM-04-WE01	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0101	Greet and engage with internal or external customers professionally		
WA0102	Attend to complaints or queries in a polite, solution-focused manner		
WA0103	Respond to routine enquiries about products, stock levels, or pricing		
WA0104	Escalate customer feedback on products		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0101	Customer interaction log or feedback forms		
SE0102	Supervisor observation or checklist confirming service behaviour		
SE0103	Email or written response to a customer enquiry		
SE0104	Handover logs / briefing notes		
WM-04-WE02	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0201	Monitor product displays for stock levels, rotation, and presentation		
WA0202	Ensure perishable goods are attractively arranged and clean		

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WA0203	Flag low stock or fast-moving items to the supervisor or sales team		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0201	Restocking records or shelf audit checklists		
SE0202	Photos of product displays before and after restocking		
SE0203	Supervisor confirmation of timely replenishment or escalation		
WM-04-WE03	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0301	Assist in setting up in-store promotions (These include, but are not limited to signage, product placement, and such)		
WA0302	Inform customers and team members about current specials or promotions		
WA0303	Monitor expiry dates of promotional stock to avoid waste		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0301	Photos of promotional displays learner helped set up		
SE0302	List of products checked or rotated during promotion		
SE0303	Brief report or feedback from marketing/supervisor		
WM-04-WE04	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0401	Use clear, respectful language in verbal and written communication		
WA0402	Relay information from customers to relevant departments (These include, but are not limited to pricing errors, stock requests)		
WA0403	Participate in team briefings or handovers		

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	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0401	Internal message, report, or WhatsApp/email to team/supervisor		
SE0402	Supervisor feedback on team participation and communication		
SE0403	Logbook entry describing customer interaction and outcome		

NUMBER	CONTEXTUALISED WORKPLACE KNOWLEDGE	DATE	SIGNATURE
1.	Principles of good customer service		
2.	Roles and responsibilities in a customer-facing retail environment		
3.	Types of customers and their expectations		
4.	Product Knowledge: perishable goods handling, storage, and presentation		
5.	Communication techniques for engaging with customers and team members		
6.	Procedures for handling customer complaints and returns		
7.	Promotion and merchandising basics in the perishable goods section		
8.	Stock availability, replenishment, and rotation to support sales		
9.	Workplace etiquette and professional conduct		
10.	Internal reporting channels for sales and customer feedback		
NUMBER	ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY	DATE	SIGNATURE
1.	None		

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MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
522301-002-01-WM-05	Team performance and daily workflow efficiency procedures	3	15	Blended

WORK EXPERIENCE MODULE DETAILS			
WM-05-WE01	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0101	Review daily shift or task allocations for the perishable goods team		
WA0102	Track whether key activities (e.g. deliveries, stock rotation, cleaning) are completed on time		
WA0103	Identify delays or workflow bottlenecks and report them		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0101	Daily task checklist or shift log signed by learner		
SE0102	Supervisor's observation/confirmation of workflow monitoring		
SE0103	Incident or deviation report submitted for delayed tasks		
WM-05-WE02	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0201	Assist supervisor in allocating tasks based on urgency or delivery schedules		
WA0202	Communicate priorities clearly to team members		
WA0203	Adjust tasks as needed during the shift (These include, but are not limited to, reprioritising tasks due to late delivery)		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**

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SE0201	Copy of task allocation or team duty roster with learner input		
SE0202	Team briefing notes or shift plan prepared by learner		
SE0203	Supervisor feedback on learner's ability to support workflow prioritisation		
WM-05-WE03	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0301	Ensure team members have access to necessary tools, stock, or equipment		
WA0302	Report shortages or delays in stock/equipment affecting workflow		
WA0303	Follow up on task completion within expected timeframes		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0301	Resource request or shortage report submitted by learner		
SE0302	Photo or log of organised storage or prep area		
SE0303	Supervisor or peer feedback confirming learner's support		
WM-05-WE04	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0401	Fill in checklists, handover books, or stock movement logs correctly		
WA0402	Ensure records of completed tasks or incidents are filed, as required		
WA0403	Use workplace formats to report progress or concerns		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0401	Completed shift checklist, task record, or logbook entry		

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SE0402	Feedback documentation sent to supervisor or team		
SE0403	File or folder demonstrating correct document handling		
WM-05-WE05	**SCOPE WORK EXPERIENCE**	**DATE**	**SIGNATURE**
WA0501	Attend daily or weekly team meetings related to operations		
WA0502	Share feedback on what went well and what needs improvement		
WA0503	Take note of instructions or targets and follow through accordingly		
	SUPPORTING EVIDENCE	**DATE**	**SIGNATURE**
SE0501	Team meeting attendance register with learner's name		
SE0502	Notes taken during a performance briefing or debrief		
SE0503	Supervisor feedback or evaluation of learner's participation		

NUMBER	CONTEXTUALISED WORKPLACE KNOWLEDGE	DATE	SIGNATURE
1.	Roles and responsibilities within the perishable goods team		
2.	Daily workflow procedures and task allocation		
3.	Time management in a retail and perishables environment		
4.	Tools and systems for monitoring team performance		
5.	Communication protocols for shift handover and task updates		

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		DATE	SIGNATURE
6.	Common workflow disruptions and contingency actions		
7.	Productivity standards and key performance indicators (KPIs)		
8.	Reporting structures and escalation procedures		
9.	Workplace documentation: checklists, logs, and handover notes		
10.	Team briefing, feedback, and continuous improvement practices		
NUMBER	**ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY**	**DATE**	**SIGNATURE**
1.	None		

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