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SOUTH AFRICAN QUALIFICATIONS AUTHORITY
REGISTERED QUALIFICATION:

Occupational Certificate: Store Person

SAQA QUAL ID	QUALIFICATION TITLE			
99703	Occupational Certificate: Store Person			
ORIGINATOR				
Development Quality Partner - W&RSETA				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
-			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD	SUBFIELD		
Occupational Certificate	Field 11 - Services	Wholesale and Retail		
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	41	Not Applicable	NQF Level 02	Regular-ELOAC
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Registered		EXCO 03158/17	2017-02-08	2020-02-08
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2021-02-08		2024-02-08		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This qualification does not replace any other qualification and is not replaced by any other qualification.

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

The purpose of this qualification is to prepare a learner to operate as a Store Person.

A Store Person moves, packs, picks and maintains stock in a stock storage area.

A qualified learner will be able to:

- Move and pack stock using specific methods and equipment for different types of stock.
- Pick and count stock in a stock storage area.

- Maintain a safe stock storage area.

Rationale:

This qualification is aimed for store personnel that work in retail stores as Pickers or Pullers, general assistants or it can be for Store Persons working in stock storage areas or in the distribution centres or warehouses. This qualification will not only have an impact on the learners but will also have an impact on society and the economy because wholesale and retail businesses will be able to function more effectively with trained staff members who have the knowledge, skills and work experience to handle stock carefully. Stock in a wholesale or retail business represents cash tied up in the business and employees are required to have the necessary skills to be able to minimise losses when packing, moving, picking, counting and maintaining stock. This will in effect contribute positively to the profitability of these businesses.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL):

RPL for access to the external integrated summative assessment: Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of results or certifying a work experience record.

RPL for access to the qualification: Accredited providers and approved workplaces may recognise prior learning against the relevant access requirements.

Entry Requirements:

- At Level 1 with Mathematics and Communication.

RECOGNISE PREVIOUS LEARNING?

Y

QUALIFICATION RULES

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

Knowledge Modules:

- 833402000-KM-01, Concepts of moving and packing stock in a stock storage area, Level 2, 3 Credits.
- 833402000-KM-02, Concepts and methods of picking and counting stock, Level 2, 3 Credits.
- 833402000-KM-03, Principles of maintaining a stock storage area, Level 2, 3 Credits.

Total number of credits for Knowledge Modules: 9.

Practical Skill Modules:

- 833402000-PM-01, Move stock in and out of stock storage areas, Level 2, 3 Credits.
- 833402000-PM-02, Pack stock in a stock storage area, Level 2, 3 Credits.
- 833402000-PM-03, Pick stock from a stock storage area, Level 2, 3 Credits.
- 833402000-PM-04, Count stock, Level 2, 2 Credits.
- 833402000-PM-05, Maintain the stock storage area, Level 2, 2 Credits.

Total number of credits for Practical Skill Modules: 13.

This qualification also requires the following Work Experience Modules:

- 833402000-WM-01, Processes and procedures for moving and packing different types of stock, Level 2, 9 Credits.
- 833402000-WM-02, Processes and procedures for picking and counting stock, Level 2, 6 Credits.
- 833402000-WM-03, Processes and procedures for performing housekeeping, maintaining a safe stock storage area, Level 2, 4 Credits.

Total number of credits for Work Experience Modules: 19.

EXIT LEVEL OUTCOMES

1. Move and pack away stock safely in a stock storage area.
2. Pick stock from a stock storage area.
3. Count stock accurately.
4. Apply housekeeping standards when maintaining a stock storage area so that losses are

minimised.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- The use of different methods and equipment to move different types of stock is explained and is appropriate to the type of stock, the type of storage area and the stock moving equipment used.
- The merchandise in a stock storage area is grouped according to the stock characteristics.
- The safety methods used when moving and packing stock in a stock storage area is described and is appropriate in terms of the type of stock being moved and the equipment used to move the stock.
- The stock is moved and packed away safely and in a manner that minimises losses and injury.
- The impact of stock characteristics on the moving of stock is explained in terms of the type of stock being moved and the equipment being used.
- The equipment for moving stock is used according to the specifications for the given equipment.

Associated Assessment Criteria for Exit Level Outcome 2:

- The way stock is picked is explained and is correct in terms of generally accepted methods for picking stock in a computerised and a manual environment.
- The stock picked is correct in quantity and description in terms of the picking instruction.
- The stock is picked in manner that promotes safety and minimises losses.
- The picked stock is placed in containers or moving equipment that takes into account the characteristics of the stock and the equipment.

Associated Assessment Criteria for Exit Level Outcome 3:

- The preparation of the stock and counting area is described in terms of the type of stock and the counting area.
- The importance of correctly prepared stock and the stock count area is explained in terms of its impact on the accuracy of the count.
- The stock to be counted is identified according to the count instruction.
- The stock to be counted is prepared in a manner that promotes accurate stock counts.
- The stock is counted and recorded accurately.
- Post stock count housekeeping is performed so that count areas are ready for operations.

Associated Assessment Criteria for Exit Level Outcome 4:

- The impact of badly packed stock on a safe stock storage area is explained in terms of its effect on the safety of the staff members and loss to the organisation.
- The stock that is badly packed, is identified in order to be repacked in a safe manner.
- Outdated stock is identified according to stock rotation procedures.
- Hidden stock is identified in order to minimise losses.
- The procedures for maintaining a stock storage area in a clean and hygienic state is explained taking into account the stock characteristics being stored and generally accepted maintenance standards.
- The methods for the disposal and storage of empty and unused packaging materials are explained in terms of how safety is promoted and losses and unnecessary costs are minimised.

Integrated Assessment:

Integrated Formative Assessment:

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

Integrated Summative Assessment:

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria. The external assessment model requires that the external assessment will be conducted by means of a combination of a written assessment (paper or online) at an approved assessment site and the external assessment of the evidence produced during the Workplace Experience at an approved assessment site by an Assessment Quality Partner (AQP) registered assessor. The assessments will test the candidate's ability to communicate, solve problems and make decisions in relation to a set of typical situations and circumstances which are encountered stock storage area when moving, packing, picking, counting and maintaining stock and the ability to

pack, pick and count stock in a stock storage area while minimising losses.

INTERNATIONAL COMPARABILITY

This qualification has been compared with similar qualifications in the following countries:

- New Zealand.
- Scotland.
- Australia.
- Singapore.

These countries represent a broad spectrum of countries that have long-standing evidence of successful wholesale and retail practices.

The comparability study showed that there are international qualifications specifically with best practice. This qualification relates to similar qualifications offered in other parts of the world that meet similar tasks, activities and skills for warehousing and distribution.

These included:

- National Certificate in Distribution (NC 0990) - New Zealand.
- Scottish Vocational Qualification in Distribution, Warehousing, and Storage Operations (G6PG) - Scotland.
- Certificate II in Transport and Distribution (Warehousing) (TDT 20197) - Australia.

While there are common areas of learning relating to tasks that a Store Person would complete like maintaining safe practices, moving goods manually, picking stock and store keeping operations.

Conclusion:

Internationally the qualifications are broader and include other occupations like receiving and dispatching stock which in the South African context is covered by a different occupation code. Individuals completing this qualification would find that it would certainly cover all competency requirements of a Store Person anywhere in the world.

ARTICULATION OPTIONS

Horizontal Articulation:

- Occupational Certificate: Checkout Operator, Level 2.

Vertical Articulation:

- Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor), Level 3.

MODERATION OPTIONS

N/A

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

Qualifying for external assessment:

In order to qualify for an external assessment, learners must provide proof of completion of all required modules by means of statements of results and the work experience logbook.

Additional legal or physical entry requirements:

Any licensing requirements if required to use specific equipment.

Criteria for the accreditation of providers:

Accreditation of providers will be done against the criteria as reflected in the relevant curriculum on the Quality Council for Trades and Occupations (QCTO) website.

The curriculum title and code is: 833402000: Store Person.

This qualification encompasses the following trades as recorded on the NLRD:

- None.

Part Qualifications

- None.

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

NONE

PROVIDERS CURRENTLY ACCREDITED TO OFFER THIS QUALIFICATION:

This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.

NONE

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