



		Curriculum Document		
Curriculum Code		Curriculum Title		
833401000		Shelf Filler		
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Learner QDF Signature

Date

QDF Signature

Date

DQP Representative Signature

Date

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SECTION 1: CURRICULUM SUMMARY

1. Occupational Information

1.1 Associated Occupation

833401: Shelf Filler

1.2 Occupation or Specialisation Addressed by this Curriculum

833401001: Shelf Filler

1.3 Alternative Titles used by Industry

- Shelf Packer

2. Curriculum Information

2.1 Curriculum Structure

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

Knowledge Modules:

- 833401000-KM-01, Merchandising and Replenishment in Wholesale and Retail Stores, NQF Level 2, Credits 4
- 833401000-KM-02, Basic Stock Control Principles, NQF Level 2, Credits 1
- 833401000-KM-03, Compliance with Standards in Wholesale and Retail Stores, NQF Level 1, Credits 1

Total number of credits for Knowledge Modules: 6

Practical Skill Modules:

- 833401000-PM-01, Prepare for Merchandising of Stock, NQF Level 2, Credits 2
- 833401000-PM-02, Merchandise Stock According to Store Planogram/Wire Diagram, NQF Level 2, Credits 2
- 833401000-PM-03, Count Stock, NQF Level 2, Credits 2

Total number of credits for Practical Skill Modules: 6

This qualification also requires the following Work Experience Modules:

- 833401000-WM-01, In-store Preparing for Merchandising, NQF Level 2, Credits 7
- 833401000-WM-02, In-store Merchandising Procedures, NQF Level 2, Credits 7
- 833401000-WM-03, In-store Stock Counting, NQF Level 2, Credits 1

Total number of credits for Work Experience Modules: 15

2.2 Entry Requirements

- NQF Level 2

OR

- 3 years of experience in a Wholesale and Retail store

3. Assessment Quality Partner Information

Name of body: W&RSETA

Address of body:

Hennops House 1303

Heuwel Avenue (Cnr Lenchen South and Heuwel)

Centurion,

Pretoria 0157

Contact person name: Inger Marrian

Contact person work telephone number: 012-6229500

4. Part Qualification Curriculum Structure

SECTION 2: OCCUPATIONAL PROFILE

1. Occupational Purpose

A Shelf Filler applies merchandising principles and conduct merchandising activities to maintain display areas and fill shelves in compliance with company and safety standards

2. Occupational Tasks

- Move, handle and prepare stock for merchandising of display area. (NQF2)
- Apply merchandising principles and conduct merchandising activities to maintain display areas in compliance with company and safety standards. (NQF2)
- Conduct stock count activities in compliance with company and safety standards. (NQF2)

3. Occupational Task Details

3.1. Move, handle and prepare stock for merchandising of display area. (NQF2)

Unique Product or Service:

- Prepared stock and attractive display area

Occupational Responsibilities:

- Prepare for merchandising of stock

Occupational Contexts:

- In-store (Wholesale or Retail)

3.2. Apply merchandising principles and conduct merchandising activities to maintain display areas in compliance with company and safety standards. (NQF2)

Unique Product or Service:

- Merchandised display area

Occupational Responsibilities:

- Merchandise stock according to store planogram/wire diagram

Occupational Contexts:

- In-store merchandising procedures

3.3. Conduct stock count activities in compliance with company and safety standards. (NQF2)

Unique Product or Service:

- Accurate stock count

Occupational Responsibilities:

- Count stock

Occupational Contexts:

- In-store stock counting procedures

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 833401000-KM-01, Merchandising and Replenishment in Wholesale and Retail Stores, NQF Level 2, Credits 4
- 833401000-KM-02, Basic Stock Control Principles, NQF Level 2, Credits 1
- 833401000-KM-03, Compliance with Standards in Wholesale and Retail Stores, NQF Level 1, Credits 1

1. 833401000-KM-01, Merchandising and Replenishment in Wholesale and Retail Stores, NQF Level 2, Credits 4

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of merchandising and replenishment principles in the retail and wholesale environment.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Product knowledge (5%)
- KM-01-KT02: Store layout (8%)
- KM-01-KT03: Handling and moving of merchandise (7%)
- KM-01-KT04: Merchandising (10%)
- KM-01-KT05: Displays (8%)
- KM-01-KT06: Replenishment and maintenance of displays (8%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: Product knowledge (5%)

Topic elements to be covered include:

- KT0101 Different primary categories of merchandise
- KT0102 Product characteristics and requirements
- KT0103 Basic cold chain requirements

Internal Assessment Criteria and Weight

- IAC0101 Identify and list categories of merchandise
- IAC0102 Describe merchandise in terms of characteristics and requirements

(Weight 5%)

1.2.2. KM-01-KT02: Store layout (8%)

Topic elements to be covered include:

- KT0201 Basic principles of store layout
- KT0202 Planograms and wire diagrams: definition, purpose and information contained
- KT0203 Various areas such as storage area, floor, aisle and shelves lay-out, shelf facing items
- KT0204 The contribution of store layout to customer service
- KT0205 Requirements for signage such as visibility, placement, safety, etc.

Internal Assessment Criteria and Weight

- IAC0201 Define planograms/wire diagrams and the explain functions
- IAC0202 Describe store layout with reference to various areas and functions
- IAC0203 Evaluate signages as per organisation standard
- IAC0204 Identify types of shelving

(Weight 8%)

1.2.3. KM-01-KT03: Handling and moving of merchandise (7%)

Topic elements to be covered include:

- KT0301 Functions of equipment such as trolley jacks, fork lifts, stock pullers, etc.
- KT0302 Handling of various types of merchandise such as heavy merchandise, multimedia merchandise, fragile merchandise, high risk (expensive) items to be check constantly
- KT0303 Techniques for handling different categories of merchandise
- KT0304 Understanding the importance of safety and health (ergonomics: correct stance and posture) when handling and moving merchandise.

Internal Assessment Criteria and Weight

- IAC0301 Describe the handling and moving of various types of merchandise with reference to health (ergonomics) and safety
- IAC0302 Identify types of moving equipment and explain the respective functions

(Weight 7%)

1.2.4. KM-01-KT04: Merchandising (10%)

Topic elements to be covered include:

- KT0401 Merchandising skills and principles
- KT0402 Merchandising requirements such as labels facing customer, quick selling pack at eye level or when receiving, packing, marking and selling merchandise)
- KT0403 Process to merchandise and maintain floor
- KT0404 Process to merchandise and maintain shelves
- KT0405 Process to mark merchandise
- KT0406 Use of correct merchandise labels
- KT0407 Use of correct signage in store
- KT0408 Techniques for preventing losses whilst price marking and displaying merchandise

Internal Assessment Criteria and Weight

- IAC0401 Explain principles applicable to merchandising
- IAC0402 Identify and describe specific processes to maintain shelves, racks, aisles, floor with reference to unpacking shelves, wiping shelves clean, rotate stock, add new merchandise, shelf-edge ticketing, promotional signage, and the like
- IAC0403 Describe methods for marking and labelling of merchandise
- IAC0404 Explain the placement of labels and signage in the store
- IAC0405 Discuss the use of information on labels for managing merchandise

(Weight 10%)

1.2.5. KM-01-KT05: Displays (8%)

Topic elements to be covered include:

- KT0501 Types and functions of displays
- KT0502 Display instructions: Verbal instruction or planogram procedures
- KT0503 Signage and promotional signage
- KT0504 Techniques for erecting signage for merchandise display
- KT0505 Maintain point of sale displays

Internal Assessment Criteria and Weight

- IAC0501 Evaluate the function of displays in selling of merchandise
- IAC0502 Assess requirements for effective displays
- IAC0503 Explain techniques for erecting and maintaining displays

(Weight 8%)

1.2.6. KM-01-KT06: Replenishment and maintenance of displays (8%)

Topic elements to be covered include:

- KT0601 Calculation of quantities required to replenish the display area
- KT0602 Refill and replenish
- KT0603 Maintaining displays
- KT0604 Maintaining promotional displays and merchandise
- KT0605 Managing loose stock

Internal Assessment Criteria and Weight

- IAC0601 Explain the calculation of merchandise requirements for a specific shelf area

- IAC0602 Evaluate the maintaining and replenishment of displays and promotional merchandise

(Weight 8%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

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

Human Resource Requirements:

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

Legal Requirements:

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

1.4 Exemptions

- None

2. 833401000-KM-02, Basic Stock Control Principles, NQF Level 2, Credits 1

2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of controlling stock and minimising shrinkage in retail and wholesale environment.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Shrinkage (8%)
- KM-02-KT02: Distribution centres (DC) (5%)
- KM-02-KT03: Supply chain, receiving and counting stock (7%)
- KM-02-KT04: Storing merchandise (7%)

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Shrinkage (8%)

Topic elements to be covered include:

- KT0101 Definition and concept of shrinkage
- KT0102 The effect of shrinkage on profit and employees
- KT0103 Causes of shrinkage
- KT0104 Preventative methods for shrinkage whilst marking merchandise and maintaining merchandise and displays
- KT0105 Minimising shrinkage
- KT0106 Monitoring shrinkage

Internal Assessment Criteria and Weight

- IAC0101 Explain the concept of shrinkage and how it impacts on organisation
- IAC0102 Explain ways in which shrinkage occur in relation to the marking and maintain displays
- IAC0103 Identify techniques to monitor and minimise shrinkage

(Weight 8%)

2.2.2. KM-02-KT02: Distribution centres (DC) (5%)

Topic elements to be covered include:

- KT0201 Definition of the distribution centre
- KT0202 Roles and functions in relation to stock movement
- KT0203 Safety in a distribution centre e.g. clothing and equipment

Internal Assessment Criteria and Weight

- IAC0201 Elaborate the role and function of distribution centres in supply chain
- IAC0202 List safety requirements applicable to distribution centres and discuss compliance

(Weight 5%)

2.2.3. KM-02-KT03: Supply chain, receiving and counting stock (7%)

Topic elements to be covered include:

- KT0301 Definition of the supply chain
- KT0302 Roles of the various stakeholders
- KT0303 Maintaining stock records for the supply chain
- KT0304 Receiving stock and administration
- KT0305 Stock count such as ad hoc, scheduled and planned stock take
- KT0306 Out-of-stock lists and low-stock lists

Internal Assessment Criteria and Weight

- IAC0301 Explain the impact and functioning of the supply chain on the organisation
- IAC0302 Explain stock flow through the organisation/business
- IAC0303 Describe the function of stock count to enhance the effectiveness of the supply chain
- IAC0304 Assess the importance and the effect of stock count on the business in terms of shrinkage, profits, stock levels and customer service
- IAC0305 Explain the procedures for the counting of stock as it applies to the organisation
- IAC0306 Discuss post stock count housekeeping requirements in terms of its impact on customer service

(Weight 7%)

2.2.4. KM-02-KT04 Storing merchandise (7%)

Topic elements to be covered include:

- KT0401 Purpose of storing merchandise
- KT0402 Location of identified storage areas/facilities
- KT0403 Security such as prescribed storage areas and isolated location for identified stock categories
- KT0404 Access requirements and restrictions to storage areas
- KT0405 Prescribed documentation for managing stock in storage areas

Internal Assessment Criteria and Weight

- IAC0401 Explain the function of storing merchandise
- IAC0402 State how overstocking leads to damages or shrinkage
- IAC0403 Define security aspects with reference to categories of merchandise
- IAC0404 Identify prescribed documentation for managing merchandise in storage areas

(Weight 7%)

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

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

Human Resource Requirements:

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

Legal Requirements:

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

2.4 Exemptions

- None

3. 833401000-KM-03, Compliance with Standards in Wholesale and Retail Stores, NQF Level 1, Credits 1

3.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of compliance with occupational health and safety, environmental awareness and housekeeping in a retail or wholesale sales environment according to company standards and legal requirements.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Housekeeping (7%)
- KM-03-KT02: Health, safety and compliance with OHSA (15%)
- KM-03-KT03: Environmental awareness (5%)

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: Housekeeping (7%)

Topic elements to be covered include:

- KT0101 Housekeeping standards for maintaining merchandise displays
- KT0102 Floor walks, clutter free aisles, rotate, sort out damages and returns
- KT0103 Maintaining housekeeping requirements
- KT0104 Wash shelves and clean area

Internal Assessment Criteria and Weight

- IAC0101 Justify the importance of compliance with housekeeping standards
- IAC0102 List ways and means to maintain housekeeping standards with reference to at least all labels face to front, clean spillages, general appearance of aisle maintained, etc.

(Weight 7%)

3.2.2. KM-03-KT02: Health, safety and compliance with OHSA (15%)

Topic elements to be covered include:

- KT0201 Maintaining a safe working environment
- KT0202 Personal hygiene
- KT0203 Racking and stacking requirements and responsibilities
- KT0204 Location of safety equipment such as fire extinguishers
- KT0205 Emergency exits and procedures
- KT0206 Health and safety regulations applicable to the function of marking and displaying merchandise

- KT0207 Legal requirements and manufacturer specifications relating to equipment handling
- KT0208 Requirements for handling, storing and packing chemicals and flammables
- KT0209 Spillages
- KT0210 Employees responsibility related to safety and health

Internal Assessment Criteria and Weight

- IAC0201 Argue the concepts compliance and noncompliance
- IAC0202 Explain the regulatory requirements and manufacturer specifications for merchandising, storing and packing
- IAC0203 List safety measures applicable to the workplace and assess the implication for work activities such as racking and stacking, marking and displaying merchandise
- IAC0204 Assess responsibility for racking and stacking making sure it is done correctly and not creating risk to product or customer

(Weight 15%)

3.2.3. KM-03-KT03: Environmental awareness (5%)

Topic elements to be covered include:

- KT0301 The business and the community
- KT0302 Impact of humans on the environment
- KT0303 Green alternatives (water harvesting and solar)
- KT0304 Recycling and its role in the business

Internal Assessment Criteria and Weight

- IAC0301 Discuss the impact of business and humans on the environment.

(Weight 5%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

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

Human Resource Requirements:

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

1 year experience relevant to the subject. Assessors must have relevant industry experience related to the subject.

Legal Requirements:

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

3.4 Exemptions

- None

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

- 833401000-PM-01, Prepare for Merchandising of Stock, NQF Level 2, Credits 2
- 833401000-PM-02, Merchandise Stock According to Store Planogram/Wire Diagram, NQF Level 2, Credits 2
- 833401000-PM-03, Count Stock, NQF Level 2, Credits 2

1. 833401000-PM-01, Prepare for Merchandising of Stock, NQF Level 2, Credits 2

1.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to acquire the skills and competencies to identify, move and mark merchandise and prepare for displaying activities.

The learner will be required to:

- PM-01-PS01: Identify types of merchandise and information from labels such as price, sell-by dates, use-by dates
- PM-01-PS02: Move merchandise from receiving/storage to sales area
- PM-01-PS03: Mark merchandise on promotion/sale with labels, tickets and signage
- PM-01-PS04: Comply with safety and housekeeping whilst marking and displaying merchandise
- PM-01-PS05: Prevent shrinkage whilst marking and displaying merchandise

1.2 Guidelines for Practical Skills

1.2.1. PM-01-PS01: Identify types of merchandise and information from labels such as price, sell-by dates, use-by dates

Scope of Practical Skill

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

- PA0101 Visually identify food types, perishable merchandise, heavy merchandise, multimedia merchandise, fragile merchandise, high risk merchandise, etc.
- PA0102 Identify and apply shelf edge labels
- PA0103 Identify stock keeping unit (SKU) number
- PA0104 Read and interpret information on labels
- PA0105 Verify the correct pricing of merchandise from the stock report or scanner

Applied Knowledge

- AK0101 Reading and writing skills
- AK0102 Types of labels
- AK0103 Information printed on labels

Internal Assessment Criteria

- IAC0101 Interpret and use information from labels such as price, sell-by dates, use-by dates are to identify and manage various types of merchandise

1.2.2. PM-01-PS02: Move merchandise from receiving/storage to sales area

Scope of Practical Skill

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

- PA0201 Lift heavy objects taking the correct physical position and apply safe ergonomic stance
- PA0202 Using right equipment for designed purpose
- PA0203 Stack cages not exceeding height limit
- PA0204 Move dollies and jacks using correct method
- PA0205 Apply correct handling procedures for various categories of merchandise such as heavy merchandise, multimedia merchandise, fragile merchandise and high risk merchandise

Applied Knowledge

- AK0201 Equipment used to move merchandise
- AK0202 Safety related to moving merchandise
- AK0203 Basic ergonomic principles
- AK0204 Packing and stacking requirements
- AK0205 Cold chain requirements for perishable merchandise

Internal Assessment Criteria

- IAC0201 Apply correct handling procedures for various categories of merchandise such as heavy merchandise, multimedia merchandise, fragile merchandise and high risk merchandise as applicable
- IAC0202 Identify different areas in the store move and various types/categories of merchandise to the designated area by using the appropriate equipment
- IAC0203 Apply safe ergonomic stance and physical positions when handling or moving merchandise

1.2.3. PM-01-PS03: Mark merchandise on promotion/sale with labels, tickets and signage

Scope of Practical Skill

Given merchandise, labels, tickets, signage and relevant equipment the learner must be able to:

- PA0301 Obtain promotional labels and verify information with information on item
- PA0302 Attach promotional labels or tickets to merchandise and signage to the shelf, rail, aisle or floor
- PA0303 Identify soiled, damaged, illegible or incorrect labels/tickets

Applied Knowledge

- AK0301 Equipment used to move label merchandise
- AK0302 Requirements for labels or tickets

Internal Assessment Criteria

- IAC0301 Use price labels and tickets as instructed and according to merchandise characteristics

- IAC0302 Use promotional signage according to promotional brief
- IAC0303 Identify soiled, damaged, illegible or incorrect labels/tickets and take corrective actions
- IAC0304 Check and action pricing according to organisational policy

1.2.4. PM-01-PS04: Comply with safety and housekeeping whilst marking and displaying merchandise

Scope of Practical Skill

Given allocated display/aisle in the store or simulated the learner must be able to:

- PA0401 Conduct a floor walk to check that the display area complies with housekeeping and safety requirements
- PA0402 Observe deviations from housekeeping and safety requirements
- PA0403 Take corrective action to address all deviations

Applied Knowledge

- AK0401 Health and safety requirements and procedures
- AK0402 Hazards and risks in the workplace
- AK0403 Types of safety signs and meanings
- AK0404 Safety drills (i.e. evacuation)

Internal Assessment Criteria

- IAC0401 Maintain display areas and merchandise as per housekeeping standards
- IAC0402 Keep display area safe for customers according to safety requirements of the organisation
- IAC0403 Adhere to safety requirements when moving merchandise through the store
- IAC0404 Handle display and marking equipment in a manner that minimises damage and maintains safety of staff and customers when merchandising

1.2.5. PM-01-PS05: Prevent shrinkage whilst marking and displaying merchandise

Scope of Practical Skill

Given a DVD showing risks related to various kinds of shrinkage and access to an allocated display area (which could be within the store or simulated) the learner must be able to:

- PA0501 Ensure correct merchandise is received according to relevant documentation
- PA0502 Identify and monitor stock levels of high risk items
- PA0503 Identify unsaleable merchandise and remove off the floor
- PA0504 Rotate merchandise to minimise stock losses

- PA0505 Identify and escalate stock loss trends
- PA0506 Prevent merchandise from being damaged or soiled by correct handling techniques

Applied Knowledge

Internal Assessment Criteria

- IAC0501 Implement shrinkage prevention measures according to organisational requirements
- IAC0502 Rotate merchandise and remove unsaleable merchandise from display according to merchandise requirements and health and safety procedures
- IAC0503 Handle merchandise in such a manner that minimises losses

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- A simulated or actual wholesale or retail sales environment, or classroom
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment)
- Learning material
- Sets of information as per the scenarios, pictures or photographs

Human Resource Requirements:

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

Legal Requirements:

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

1.4 Exemptions

- None

2. 833401000-PM-02, Merchandise Stock According to Store Planogram/Wire Diagram, NQF Level 2, Credits 2

2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to acquire the skills and competencies to merchandise stock according to the store planogram/wire diagram in accordance with company and safety standards.

The learner will be required to:

- PM-02-PS01: Read and interpret a wire diagram / planogram and work instruction
- PM-02-PS02: Merchandise stock for display (everyday merchandising)
- PM-02-PS03: Create displays for a special event by merchandising merchandise

2.2 Guidelines for Practical Skills

2.2.1. PM-02-PS01: Read and interpret a wire diagram / planogram and work instruction

Scope of Practical Skill

Given a wire diagram/planogram, work instruction and access to a store (which could be simulated) the learner must be able to:

- PA0101 Identify the layout of the store according to the information on the wire diagram /planogram
- PA0102 Identify various sections of the store according to the information on the wire diagram /planogram
- PA0103 Identify floor, aisle and shelves lay-out, display areas, promotional area, shelf facing items from the wire diagram /planogram

Applied Knowledge

- AK0101 Reading and writing skills
- AK0102 Different sections and areas in a wholesale and retail store

Internal Assessment Criteria

- IAC0101 Interpret wire diagrams / planograms
- IAC0102 Identify various areas in the store as indicated on the wire diagram / planogram

2.2.2. PM-02-PS02: Merchandise stock for display (everyday merchandising)

Scope of Practical Skill

Given a scenario and merchandising instructions, merchandise and display area (which could be simulated) the learner must be able to:

- PA0201 Interpret merchandising instructions
- PA0202 Prepare the merchandising area (shelf/rail/floor) in compliance with safety and housekeeping requirements

- PA0203 Collect merchandise from the stock room and verify it is correct
- PA0204 Prepare for everyday merchandising
- PA0205 Check quantity, price and quality of merchandise
- PA0206 Replenish shelves/rails/floor
- PA0207 Verify information on shelf-edge labels is accurate according to merchandise information
- PA0208 Identify merchandise shortages

Applied Knowledge

- AK0201 Reading and writing skills
- AK0202 Planograms/wire diagrams
- AK0203 Legal requirements related to perishable merchandise
- AK0204 Packing and stacking requirements

Internal Assessment Criteria

- IAC0201 Interpret merchandising instructions
- IAC0202 Unpack merchandise according to the instructions
- IAC0203 Display merchandise using the appropriate display fixtures and fittings
- IAC0204 Apply merchandise handling techniques based on merchandise characteristics and instruction

2.2.3. PM-02-PS03: Create displays for a special event by merchandising merchandise

Scope of Practical Skill

Given allocated display area (which could be within the store or simulated), instruction, a range of relevant and irrelevant stock the learner must be able to:

- PA0301 Identify the display area using a planogram/ wire diagram
- PA0302 Prepare the display area according to instruction and housekeeping standards
- PA0303 Select merchandise according to the instruction
- PA0304 Prepare merchandise applying safety and housekeeping requirements
- PA0305 Prepare the display equipment
- PA0306 Merchandise the display
- PA0307 Escalate possible stock shortages in order to enhance efficiency of the supply chain
- PA0308 Monitor the frequency of sales of display items

Applied Knowledge

- AK0301 Reading and writing skills
- AK0302 Planogram/wire diagrams
- AK0303 Legal requirements
- AK0304 Packing and stacking requirements

Internal Assessment Criteria

- IAC0301 Create displays according to instruction and merchandise characteristics including replenish
- IAC0302 Adhere to housekeeping standards for displays
- IAC0303 Change merchandise displays and layout as instructed
- IAC0304 Identify incorrect displays and layouts and take corrective action
- IAC0305 Evaluate the effectiveness of the display and give feedback

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- A simulated or actual wholesale or retail sales environment, or classroom
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment)
- Learning material
- Sets of information as per the scenarios, pictures or photographs

Human Resource Requirements:

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

Legal Requirements:

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

2.4 Exemptions

- None

3. 833401000-PM-03, Count Stock, NQF Level 2, Credits 2

3.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to acquire the skills and competencies to conduct stock count tasks applying basic stock count principles.

The learner will be required to:

- PM-03-PS01: Prepare for and count stock

3.2 Guidelines for Practical Skills

3.2.1. PM-03-PS01: Prepare for and count stock

Scope of Practical Skill

Given stock counting forms, stationary, scanners and shelves with stock the learner must be able to:

- PA0101 Prepare for stock count
- PA0102 Apply manual and electronic count procedures
- PA0103 Identify stock errors
- PA0104 Record the results of stock count on the required documents
- PA0105 Perform post stock count housekeeping functions

Applied Knowledge

- AK0101 Reading, writing and numeracy skills
- AK0102 Stock counting procedures and methods
- AK0103 Stock counting equipment (i.e. scanners)

Internal Assessment Criteria

- IAC0101 Interpret instructions for stock counts according to organisational procedures
- IAC0102 Prepare identified stock for counting according to organisational requirements and safety procedures
- IAC0103 Check and sort stock for stock counts according to organisational counting requirements
- IAC0104 Count and record stock following organisational procedures
- IAC0105 Explain procedures for correcting errors according to organisational requirements
- IAC0106 Remove evidence of stock counts to meet the organisational housekeeping standards
- IAC0107 Stock displays are checked to ensure they meet pre-stock count merchandising standards

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- A simulated or actual wholesale or retail sales environment, or classroom
- Classroom furniture (chairs and tables, audio-visual equipment and all other equipment conducive to a learning environment)
- Learning material
- Sets of information as per the scenarios, pictures or photographs

Human Resource Requirements:

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

Legal Requirements:

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

3.4 Exemptions

- None

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

- 833401000-WM-01, In-store Preparation for Merchandising, NQF Level 2, Credits 7
- 833401000-WM-02, In-store Merchandising Procedures, NQF Level 2, Credits 7
- 833401000-WM-03, In-store Stock Counting, NQF Level 2, Credits 1

1. 833401000-WM-01, In-store Preparation for Merchandising, NQF Level 2, Credits 7

1.1 Purpose of the Work Experience Modules

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

Prepare for merchandising activities in compliance with company and safety standards.

The learner will be required to:

- WM-01-WE01: Identify types of merchandise and information from labels such as price, sell-by dates, use-by dates
- WM-01-WE02: Move merchandise from receiving/storage to sales area
- WM-01-WE03: Mark merchandise with labels, tickets and signage
- WM-01-WE04: Comply with safety and housekeeping whilst marking and displaying merchandise
- WM-01-WE05: Prevent shrinkage whilst marking and displaying merchandise

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Identify types of merchandise and information from labels such as price, sell-by dates, use-by dates

Scope of Work Experience

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

- WA0101 Visually identify food types, perishable merchandise, heavy merchandise, multimedia merchandise, fragile merchandise, high risk good, etc.
- WA0102 Identify and apply shelf edge labels
- WA0103 Identify merchandise keeping unit (SKU) number
- WA0104 Read and interpret information on labels
- WA0105 Identify and apply the correct pricing of perishable merchandise

Supporting Evidence

- SE0101 Observation checklist
- SE0102 Merchandise correctly labelled
- SE0103 Merchandise categorisation

1.2.2. WM-01-WE02: Move merchandise from receiving/storage to sales area

Scope of Work Experience

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

- WA0201 Lift heavy objects taking the correct physical position and apply safe ergonomic stance
- WA0202 Using right equipment for designed purpose

- WA0203 Stack cages not exceeding height limit
- WA0204 Move dollies and jacks using correct method
- WA0205 Apply correct handling procedures for various categories of merchandise such as heavy merchandise, multimedia merchandise, fragile merchandise and high risk merchandise

Supporting Evidence

- SE0201 Supply chain documentation
- SE0202 Standard operating procedures for merchandise movement

1.2.3. WM-01-WE03: Mark merchandise with labels, tickets and signage

Scope of Work Experience

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

- WA0301 Use and apply price labels and tickets as instructed and according to merchandise characteristics
- WA0302 Use or erect promotional signage according to promotional brief
- WA0303 Identify soiled, damaged, illegible or incorrect labels/tickets and take corrective actions
- WA0304 Check and action pricing according to organisational policy
- WA0305 Action price changes according to instruction

Supporting Evidence

- SE0301 Manager/supervisor signed off on the shelf/rail/aisle

1.2.4. WM-01-WE04: Comply with safety and housekeeping whilst marking and displaying merchandise

Scope of Work Experience

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

- WA0401 Conduct a floor walk to check that the display area complies with housekeeping and safety requirements
- WA0402 Observe deviations from housekeeping and safety requirements
- WA0403 Take corrective action to address all deviations

Supporting Evidence

- SE0401 Sign off by manager/ supervisor as per SOP

1.2.5. WM-01-WE05: Prevent shrinkage whilst marking and displaying merchandise

Scope of Work Experience

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

- WA0501 Ensure correct merchandise is received according to relevant documentation
- WA0502 Identify and monitor merchandise levels of high risk items
- WA0503 Identify unsaleable merchandise and move off the floor
- WA0504 Rotate merchandise to minimise stock losses
- WA0505 Identify and escalate stock loss trends
- WA0506 Prevent merchandise from being damaged or soiled by using correct handling techniques

Supporting Evidence

- SE0501 Record of weekly interaction with supervisor
- SE0502 Merchandise requisition form

1.3 Contextualised Workplace Knowledge

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

1.4 Criteria for Workplace Approval

Physical Requirements:

- Operational wholesale or retail store.
- Key processes: Shelf filling and displaying merchandise

Human Resource Requirements:

- Supervisor/Manager with at least 1 year experience in a retail or wholesale store.

Legal Requirements:

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

1.5 Additional Assignments to be Assessed Externally

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

2. 833401000-WM-02, In-store Merchandising Procedures, NQF Level 2, Credits 7

2.1 Purpose of the Work Experience Modules

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

Conduct instore merchandising procedures and fill shelves whereby maintaining display areas according to company and safety standards

The learner will be required to:

- WM-02-WE01: Read and interpret a wire diagram / planogram and work instruction
- WM-02-WE02: Merchandise stock for display (everyday merchandising) and maintain displays
- WM-02-WE03: Create and maintain displays for a special event by merchandising merchandise

2.2 Guidelines for Work Experiences

2.2.1. WM-02-WE01: Read and interpret a wire diagram / planogram and work instruction

Scope of Work Experience

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

- WA0101 Identify the layout of the store according to the information on the wire diagram /planogram
- WA0102 Identify various sections of the store according to the information on the wire diagram /planogram
- WA0103 Identify floor, aisle and shelves lay-out, display areas, promotional area, shelf facing items from the wire diagram /planogram

Supporting Evidence

- SE0101 Attendance register
- SE0102 List of items as per wire diagram

2.2.2. WM-02-WE02: Merchandise stock for display (everyday merchandising) and maintain displays

Scope of Work Experience

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

- WA0201 Interpret merchandising instructions
- WA0202 Prepare the merchandising area (shelf/rail/floor) in compliance with safety and housekeeping requirements
- WA0203 Collect merchandise from the merchandise room and verify it is correct
- WA0204 Prepare for everyday merchandising
- WA0205 Check quantity, price and quality of merchandise
- WA0206 Replenish shelves/rails/floor

- WA0207 Verify information on shelf edge labels is accurate according to merchandise information
- WA0208 Identify merchandise shortages

Supporting Evidence

- SE0201 Display signed off by manager/ supervisor

2.2.3. WM-02-WE03: Create and maintain displays for a special event by merchandising merchandise

Scope of Work Experience

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

- WA0301 Prepare the display area according to instruction and housekeeping standards
- WA0302 Prepare merchandise as operational requirements
- WA0303 Prepare the display equipment
- WA0304 Merchandise the display
- WA0305 Escalate possible merchandise shortages in order to enhance efficiency of the supply chain

Supporting Evidence

- SE0301 Display signed off by manager/ supervisor

2.3 Contextualised Workplace Knowledge

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

2.4 Criteria for Workplace Approval

Physical Requirements:

- Operational wholesale or retail store providing customer service and enhancing relationships with a variety of customers.
- Key processes: Shelf filling and displaying merchandise

Human Resource Requirements:

- Supervisor/Manager with at least 1 year experience in a wholesale or retail store.

Legal Requirements:

- Registered as a formal business.

- Compliant with all relevant legal requirements for a wholesale or retail store.

2.5 Additional Assignments to be Assessed Externally

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

3. 833401000-WM-03, In-store Stock Counting, NQF Level 02, Credits 1

3.1 Purpose of the Work Experience Modules

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

Prepare for and count stock according to company and safety standards.

The learner will be required to:

- WM-03-WE01: Prepare for and count stock

3.2 Guidelines for Work Experiences

3.2.1. WM-03-WE01: Prepare for and count stock

Scope of Work Experience

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

- WA0101 Prepare for stock count
- WA0102 Apply manual and electronic count procedures
- WA0103 Identify stock errors
- WA0104 Record the results of stock count on the required documents
- WA0105 Perform post stock count housekeeping functions

Supporting Evidence

- SE0101 Stock counting records

3.3 Contextualised Workplace Knowledge

1 Organisational policies and procedures

2 Company standards and compliance requirements

3 Company floor plan and layout

4 Company products and produce

5 Company cold chain requirements and compliance standards

3.4 Criteria for Workplace Approval

Physical Requirements:

- Operational wholesale or retail store
- Key processes: stock counting

Human Resource Requirements:

- Supervisor/Manager with at least 1 year experience in a wholesale or retail store.

Legal Requirements:

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

3.5 Additional Assignments to be Assessed Externally

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

SECTION 4: STATEMENT OF WORK EXPERIENCE

Curriculum Number:	833401000
Curriculum Title:	Shelf Filler

Learner Details	
Name:	
ID Number:	

Employer Details	
Company Name:	
Address:	
Supervisor Name:	
Work Telephone:	
E-Mail:	

833401000-WM-01, In-store Preparing for Merchandising, NQF Level 2, Credits 7

WM-01-WE01	Identify types of merchandise and information from labels such as price, sell-by dates, use-by dates		
	Scope Work Experience	Date	Signature
WA0101	Visually identify food types, perishable merchandise, heavy merchandise, multimedia merchandise, fragile merchandise, high risk good, etc.		
WA0102	Identify and apply shelf edge labels		
WA0103	Identify merchandise keeping unit (SKU) number		
WA0104	Read and interpret information on labels		
WA0105	Identify and apply the correct pricing of perishable merchandise		
	Supporting Evidence	Date	Signature
SE0101	Observation checklist		
SE0102	Merchandise correctly labelled		
SE103	Merchandise categorisation		
WM-01-WE02	Move merchandise from receiving/storage to sales area		
	Scope Work Experience	Date	Signature
WA0201	Lift heavy objects taking the correct physical position and apply safe ergonomic stance		
WA0202	Using right equipment for designed purpose		
WA0203	Stack cages not exceeding height limit		
WA0204	Move dollies and jacks using correct method		
WA0205	Apply correct handling procedures for various categories of merchandise such as heavy merchandise, multimedia merchandise, fragile		

	merchandise and high risk merchandise		
	Supporting Evidence	Date	Signature
SE0201	Supply chain documentation		
SE0202	Standard operating procedures for merchandise movement		
WM-01-WE03	Mark merchandise with labels, tickets and signage		
	Scope Work Experience	Date	Signature
WA0301	Use and apply price labels and tickets as instructed and according to merchandise characteristics		
WA0302	WA0302 Use or erect promotional signage according to promotional brief		
WA0303	WA0303 Identify soiled, damaged, illegible or incorrect labels/tickets and take corrective actions		
WA0304	WA0304 Check and action pricing according to organisational policy		
WA0305	WA0305 Action price changes according to instruction		
	Supporting Evidence	Date	Signature
SE0301	Manager/supervisor signed off on the shelf/rail/aisle		
SE0302	Standard operating procedures for merchandise movement		
WM-01-WE04	Comply with safety and housekeeping whilst marking and displaying merchandise		
	Scope Work Experience	Date	Signature
WA0401	Conduct a floor walk to check that the display area complies with housekeeping and safety requirements		
WA0402	WA0402 Observe deviations from housekeeping and safety requirements		

WA0403	Take corrective action to address all deviations		
	Supporting Evidence	Date	Signature
SE0401	Sign off by manager/ supervisor as per SOP		
WM-01-WE05	Prevent shrinkage whilst marking and displaying merchandise		
	Scope Work Experience	Date	Signature
WA0501	Ensure correct merchandise is received according to relevant documentation		
WA0502	WA0502 Identify and monitor merchandise levels of high risk items		
WA0503	Identify unsaleable merchandise and move off the floor		
WA0504	Rotate merchandise to minimise stock losses		
WA0505	Identify and escalate stock loss trends		
WA0506	Prevent merchandise from being damaged or soiled by using correct handling techniques		
	Supporting Evidence	Date	Signature
SE0501	Record of weekly interaction with supervisor		
SE0502	Merchandise requisition form		

	Contextualised Workplace Knowledge	Date	Signature
1	Organisational policies and procedures		
2	Company standards and compliance requirements		

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

	Additional Assignments to be Assessed Externally	Date	Signature
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833401000-WM-02, In-store Merchandising Procedures, NQF Level 2, Credits 7

WM-02-WE01	Read and interpret a wire diagram / planogram and work instruction		
	Scope Work Experience	Date	Signature
WA0101	Identify the layout of the store according to the information on the wire diagram /planogram		
WA0102	Identify various sections of the store according to the information on the wire diagram /planogram		
WA0103	Identify floor, aisle and shelves lay-out, display areas, promotional area, shelf facing items from the wire diagram /planogram		
	Supporting Evidence	Date	Signature
SE0101	Attendance register		
SE0102	List of items as per wire diagram		
WM-02-WE02	Merchandise stock for display (everyday merchandising) and maintain displays		
	Scope Work Experience	Date	Signature
WA0201	Interpret merchandising instructions		

WA0202	Prepare the merchandising area (shelf/rail/floor) in compliance with safety and housekeeping requirements		
WA0203	Collect merchandise from the merchandise room and verify it is correct		
WA0204	Prepare for everyday merchandising		
WA0205	Check quantity, price and quality of merchandise		
WA0206	Replenish shelves/rails/floor		
WA0207	Verify information on shelf edge labels is accurate according to merchandise information		
WA0208	Identify merchandise shortages		
	Supporting Evidence	Date	Signature
SE0201	Display signed off by manager/ supervisor		
WM-02-WE03	Create and maintain displays for a special event by merchandising merchandise		
	Scope Work Experience	Date	Signature
WA0301	Prepare the display area according to instruction and housekeeping standards		
WA0302	Prepare merchandise as operational requirements		
WA0303	Prepare the display equipment		
WA0304	Merchandise the display		
WA0305	Escalate possible merchandise shortages in order to enhance efficiency of the supply chain		
	Supporting Evidence	Date	Signature
SE0301	Display signed off by manager/ supervisor		

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

	Additional Assignments to be Assessed Externally	Date	Signature

833401000-WM-03, In-store Stock Counting, NQF Level 2, Credits 1

WM-03-WE01	Prepare for and count stock		
	Scope Work Experience	Date	Signature
WA0101	Prepare for stock count		
WA0102	Apply manual and electronic count procedures		
WA0103	Identify stock errors		
WA0104	Record the results of stock count on the required documents		
WA0105	Perform post stock count housekeeping functions		
	Supporting Evidence	Date	Signature
SE0101	Stock counting records		

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

	Additional Assignments to be Assessed Externally	Date	Signature
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