

W&RSETA SKILLS MATRIX

27/SP-833401/She2/00237 - Shelf Filler (General) Level 2			
			This skills program is for any person working in a retail or wholesale environment. It covers none job specific unit standards that all retail and wholesale works should undergo as part of induction to our industry.
UNIT ST ID	LEVEL	CR	TITLE
114895	2	10	Define the core concepts of the Wholesale and Retail environment
117887	2	5	Complete Basic Business Calculations
114912	2	10	Maintain a safe and secure Wholesale and Retail environment
TOT CR		25	

27/SP-833401/She2/00238 - Shelf Filler (General Merchandiser) (Stock Counter) Level 2			
			This skills program is aimed at all staff who fill shelves or racks in a retail store and have to count stock on a regular basis. It does not include the skills for those working in fridges and freezers.
UNIT ST ID	LEVEL	CR	TITLE
114903	2	8	Interact with customers
114906	2	10	Mark merchandise and maintain displays
114891	2	5	Count stock for a stock-take
TOT CR		23	

27/SP-523101/Che2/00239 - Checkout Operator Level 2			
			This skills program is aimed at Cashiers or Till operators or Checkout Operators in a retail or wholesale store that records transactions and deal with customers
UNIT ST ID	LEVEL	CR	TITLE
114903	2	8	Interact with customers
114889	2	8	Record transactions
114894	2	10	Process payment at a Point of Sales
TOT CR		26	

27/SP-732101/Del2/00240 - Delivery Driver (Customer Service) Level 2			
			This skills program is aimed at staff who deliver products to customers and have to interact with customers as part of their job. It does not include the actual skill of driving a vehicle.
UNIT ST ID	LEVEL	CR	TITLE
114887	2	8	Prepare a vehicle for deliveries
114903	2	8	Interact with customers
TOT CR		16	

27/SP-732101/Del2/00241 - Delivery Driver (Load & Deliver) Level 2			
			This skills program is aimed at those people responsible not only for delivering products to customers but who are responsible for connecting or building products such as furniture or electrical products at the customer's location.
UNIT ST ID	LEVEL	CR	TITLE
114887	2	8	Prepare a vehicle for deliveries
114903	2	8	Interact with customers
115878	2	5	Load & deliver stock
TOT CR		21	

27/SP-432103/Ord3/00242 - Order Officer (Customer Orders Clerk) Level 3			
			This skills program is aimed at people within a wholesale or retail environment who have to take orders from customers over the phone and confirm the availability of stock/prices over the phone and answer queries on the phone from these customers where the delivery is not correctly completed.
UNIT ST ID	LEVEL	CR	TITLE
243680	3	12	Take orders in a Wholesale environment
243712	3	10	Address customer queries in a wholesale environment
TOT CR		22	

27/SP-833402/Sto2/00243 - Store Person (Picker/Puller) Level 2			
			This skills program is aimed specifically at people within a wholesale or Distribution Centre environment who have to pick/withdraw stock in a stockroom and maintain the stock in the stockroom
UNIT ST ID	LEVEL	CR	TITLE
117899	2	12	Pick stock in a Distribution Centre
117898	2	12	Move, pack and maintain stock
TOT CR		24	

27/SP-432102/Dis3/00244 - Dispatch & Receiving Clerk (Distribution Centres) Level 3			
			This skills program is aimed at people in a DC who are responsible for both the receiving and dispatching of stock into and from the DC
UNIT ST ID	LEVEL	CR	TITLE
117891	3	12	Dispatch stock from a distribution centre
117901	3	15	Receive stock into a distribution centre
TOT CR		27	

27/SP-432102/Dis3/00245 - Dispatch & Receiving Clerk (Receiving Clerk DC) Level 3			
			This skills program is aimed at people in a DC who are responsible for the receiving of goods into the DC but who do not get involved in the dispatch of goods from the DC
UNIT ST ID	LEVEL	CR	TITLE
117901	3	15	Receive stock into a distribution centre
TOTAL CR		15	

27/SP-432102/Dis3/00246 - Dispatch & Receiving Clerk (Dispatch Clerk DC) Level 3			
			This skills program is aimed at people in a DC who are responsible for the dispatching of goods from the DC but who do not get involved in the receiving of goods into the DC
UNIT ST ID	LEVEL	CR	TITLE
117891	3	12	Dispatch stock from a distribution centre
TOTAL CR		12	

27/SP-833402/Sto2/00247 - Store Person (Stockroom) Level 2			
			This skills program is aimed primarily at people who work in a stockroom of a retail store and are responsible for maintaining the stock in the stockroom
UNIT ST ID	LEVEL	CR	TITLE
243672	2	10	Maintain the stockroom
114891	2	5	Count stock for a stock-take
TOT CR		15	

27/SP-432102/Dis3/00248 - Dispatch & Receiving Clerk (Dispatch & Receiving Clerk Computerised Department) Level 3			
			This is another skills programme aimed at DC staff who both receive and dispatch goods. It gives organisations the option to include training on their computer systems if receiving and dispatch is computerised
UNIT ST ID	LEVEL	CR	TITLE
114902	2	6	Operate a computer in a Wholesale/Retail outlet
117891	3	12	Despatch stock from a distribution centre
117901	3	15	Receive stock into a distribution centre
TOT CR		33	

27/SP-522301/Sal2/00298 - Sales Assistant (General) (Credit) Level 2			
			This skills program, is specifically aimed at people in a store that offers credit to its customers where these people have to offer the credit facility to the customer and maintain the customers accounts
UNIT ST ID	LEVEL	CR	TITLE
258159	3	8	Offer a credit facility
114899	2	5	Maintain the customer's account
TOT CR		13	

27/SP-522301/Sal3/00249 - Sales Assistant (General) (Retail Sales Advisor) Level 3			
			This skills program is aimed at any sales assistant (except cosmetic sales) who require product knowledge and sales skills.
UNIT ST ID	LEVEL	CR	TITLE
258162	3	12	Sell products to customers in a W&R environment
258160	3	8	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment
TOT CR		20	

27/SP-522301/Sal3/00250 - Sales Assistant (General) (Retail Sales Advisor) (Cosmetic Sales) Level 3			
			This skills program is aimed specifically at people responsible for the selling of cosmetic products in a retail store
UNIT ST ID	LEVEL	CR	TITLE
258176	3	3	Advise and promote colour cosmetic products in a retail environment
258179	3	3	Advise on and promote nail care products in a retail environment
258158	3	5	Advise on and promote skin care products in a retail environment
258162	3	12	Sell products to customer in a WR environment
TOTAL CR		23	

27/SP-522301/SaI3/00251 - Sales Assistant (General) (Retail Sales Advisor) (Credit Sales) Level 3			
			This skills program is aimed specifically at people responsible for the selling of products on credit in a retail store. Examples are Furniture, White Goods and Jewellery sales.
UNIT ST ID	LEVEL	CR	TITLE
258162	3	12	Sell products to customers in a W&R environment
258160	3	8	Demonstrate knowledge of products in own area of operation in a wholesale and retail environment.
258159	2	8	Offer a credit facility
TOT CR		28	

27/SP-331201/Cre3/00252 - Credit/Loans Officer Level 3			
			This skills program is aimed at people responsible for processing credit applications and following up on defaulting customers of wholesale or retail operations
UNIT ST ID	LEVEL	CR	TITLE
258177	3	8	Process credit applications
114898	3	5	Minimise defaulting customer accounts
TOT CR		13	

27/SP-411102/Bac3/00253 - Back Office Process Consultant (Cash Office Clerk) Level 3			
			This skills program is aimed at people working in a wholesale or retail operation that are responsible for cashing up Cashiers/Till Operators and for balancing and depositing takings and controlling cash floats.
UNIT ST ID	LEVEL	CR	TITLE
114909	3	8	Administer and control the organisation's deposits and floats
114905	3	8	Administer day-end cashing up procedures
TOT CR		16	

27/SP-343203/Vis3/00254 - Visual merchandiser Level 3			
			This skills program is aimed at people who are responsible for displaying merchandise. They would use props, lighting etc to highlight the displays they build visually in a retail store. This person might be a visual merchandiser, window dresser or have a similar title.
UNIT ST ID	LEVEL	CR	TITLE
258217	3	12	Evaluate a visually merchandised display
258221	3	4	Explain the role of visual merchandising in the organisation
258215	3	8	Present a visual display in a wholesale or retail outlet
TOT CR		24	

27/SP-343203/Vis3/00255 - Visual merchandiser (In Store Visual Merchandiser) Level 3			
			This skills programme is aimed at people entering the arena of visual merchandising in retail whether as window dressers or in-store visual merchandisers. It is similar to the previous one but gives the additional standard of explaining to the learner how they impact on profitability if they are new to the industry
UNIT ST ID	LEVEL	CR	TITLE
258217	3	12	Evaluate a visually merchandised display
258221	3	4	Explain the role of visual merchandising in the organisation
258215	3	8	Present a visual display in a wholesale or retail outlet
258155	3	10	Explain the factors that impact on the bottom line of a W&R unit
TOT CR		34	

27/SP-833401/She2/00299 - Shelf Filler (FMCG Merchandiser) Level 2			
			This skills program is aimed at FMCG merchandisers who merchandise products in retail stores for their own company who are either suppliers to the retail industry or 3 <sup>rd</sup> party clients
UNIT ST ID	LEVEL	CR	TITLE
243673	2	8	Identify the role of the FMCG Merchandiser in a wholesale and retail industry
114907	3	15	Display merchandise visually in a wholesale and retail outlet.
114906	2	10	Mark merchandising and maintain displays
Total cr		23	

27/SP-833401/She2/00256 - Shelf Filler (External Order taker) Level 2			
			<b>This skills program is aimed at FMCG merchandisers who are responsible for recommending order to retails for the products they merchandise and who have to merchandise their products in a visual manner rather than just filling shelves</b>
UNIT ST ID	LEVEL	CR	TITLE
243679	3	8	Recommend orders for clients in a FMCG environment
114891	2	5	Count stock for a stock-take
TOTAL CR		13	

27/SP-833401/She2/00257 - Shelf Filler (Safety) Level 2			
			<b>This skills programme is designed as a generic introduction to our industry and would be applicable to many positions in store and could be added to other skills programmes that are job specific.</b>
UNIT ST ID	LEVEL	CR	TITLE
114895	2	10	Define the core concepts of the Wholesale and Retail environment
114912	2	10	Maintain a safe and secure Wholesale and Retail environment
TOT CR		20	

27/SP-522201/Ret4/00258 - Retail Supervisor (Front End Supervisor) Level 4			
			<b>This skills program is aimed typically at the person responsible for the front end operation in a retail supermarket/store but it also applies to any retail supervisor responsible for supervising the Cashiers/Till Operators in a retail store.</b>
UNIT ST ID	LEVEL	CR	TITLE
118028	4	8	Supervise customer service standards
118030	4	8	Supervise P.O.S. Operations
118045	4	8	Supervise implementation of loss control measures
TOT CR		24	

27/SP-522201/Ret4/00259 - Retail Supervisor (Sales Supervisor) Level 4			
			<b>This skills program is aimed at supervisors of a department or area within a retail store who are responsible for improving sales, maintaining service and housekeeping standards.</b>
UNIT ST ID	LEVEL	CR	TITLE
118028	4	8	Supervise customer service standards
118029	4	6	Supervise housekeeping and hygiene in a store
118037	4	8	Supervise sales performance
TOTAL CR		22	

27/SP-422206/Cal3/00300 Call or Contact centre agent (Customer Service) Level 3			
			<b>This skills programme is for retail help desk/customer support people. It has the added benefit of stressing customer service.</b>
UNIT ST ID	LEVEL	CR	TITLE
254594	2	12	Handle help desk queries
258156	3	10	Build customer relations in a W&R unit
10349	2	12	Input data received onto appropriate computer packages within a contact centre
258155	3	10	Explain the factors that impact on the bottom line of a W&R unit
TOT CR		44	

27/SP-422206/Cal2/00295 - Call or Contact centre agent (Help Desk) Level 2			
			<b>This skills program is aimed at people manning a help desk in either a wholesale or retail operation who handle customer queries and have to input and extract data on company systems.</b>
UNIT ST ID	LEVEL	CR	TITLE
254594	2	12	Handle help desk queries
10349	2	12	Input data received onto appropriate computer packages within a contact centre
TOT CR		24	

27/SP-522301/Sal3/00260 - Sales Assistant (General) (Perishable Food Sales) (Hot Foods Preparation) Level 3			
			<b>This skills program is specifically aimed at staff in a retail or wholesale environment who have to prepare hot foods for sale.</b>
UNIT ST ID	LEVEL	CR	TITLE
119959	3	16	Prepare food for sale
119957	3	5	Clean and maintain premises and equipment
119958	3	5	Implement requirements of the cold chain
119961	3	3	Implement personal hygiene for perishable food stores
119962	3	3	Mark and label perishable foods
258218	3	6	Dispose of Perishable Foods from a Wholesale or Retail Outlet
TOT CR		38	

27/SP-522301/SaI3/00261 - Sales Assistant (General) (Perishable Food Sales) (Cold Foods Sales) Level 3			
			<b>This skills program is aimed at people who work behind a deli or similar counter selling cold chain products in a retail or wholesale store.</b>
UNIT ST ID	LEVEL	CR	TITLE
119956	3	15	Promote sales and reduce wastage at a perishable foods department
119960	3	3	Merchandise chillers and freezers in a retail store
119957	3	5	Clean and maintain premises and equipment
119958	3	5	Implement requirements of the cold chain
119961	3	3	Implement personal hygiene for perishable food stores
119962	3	3	Mark and label perishable foods
258218	3	6	Dispose of Perishable Foods from a Wholesale or Retail Outlet
TOT CR		40	

27/SP-134903/Sma3/00262 - Small Business Manager / Owner (Customer Care) Level 3			
			<b>This skills program is aimed at owners of a small business and concentrates on the customer service aspect in their outlet</b>
UNIT ST ID	LEVEL	CR	TITLE
258156	3	10	Build customer relations in a W&R unit
243806	3	8	Deal with customers in a retail business
258155	3	10	Explain the factors that impact on the bottom line of a W&R unit
TOT CR		28	

27/SP-134903/Sma3/00263 - Small Business Manager/Owner (Operations) Level 3			
			<b>This skills program is aimed at owners of a small business and concentrates on the merchandising, buying and cash control in their outlet</b>
UNIT ST ID	LEVEL	CR	TITLE
243805	3	12	Merchandise products in a retail business
243804	3	12	Replenish stock in a retail business
243809	3	12	Run a small business
243810	3	12	Control cash in a small business
TOT CR		48	

27/SP-134903/Sma3/00301 - Small Business Manager/Owner (Finance) Level 3			
			<b>This skills program is aimed at owners of a small business and concentrates on the management of finances for their outlet</b>
UNIT ST ID	LEVEL	CR	TITLE
243810	3	12	Control cash in a small business
119666	2	8	Determine financial requirements of a new venture
119674	2	10	Manage finances for a new venture
13932	3	5	Prepare and process documents for financial and banking processes
TOT CR		35	

27/SP-134903/Sma3/00302 - Small Business Manager/Owner (Legislation) Level 3			
			<b>This skills program is aimed at owners of a small business and concentrates on the legal aspects of running a retail business</b>
UNIT ST ID	LEVEL	CR	TITLE
13936	3	2	Outline the legal environment of a selected industry
119671	3	10	Administer contracts for a selected new venture
14341	2	4	Keep informed about current affairs related to one's own industry
119712	3	8	Tender for business or work in a selected new venture
113924	2	2	Apply basic business ethics in a work environment
TOT CR		26	

27/SP-142103/Ret5/00303 - Retail Manager (Chain Store) (Discipline) Level 5			
			<b>This is one of a number of skills programs for wholesale and retail store management. This skills program is one of the programs aimed at providing the knowledge and skills to manage people.</b>
UNIT ST ID	LEVEL	CR	TITLE
241815	4	5	Apply organisational code of conduct in the work environment
255514	5	15	Conduct a disciplinary hearing
TOT CR		20	

27/SP-142103/Ret5/00304 - Retail Manager (Chain Store) (Staff Scheduling) Level 5			
			<b>This is one of a number of skills programs for wholesale and retail store management. This skills program provides the knowledge and skills to schedule and manage work hours of store staff within applicable retail legislation.</b>
UNIT ST ID	LEVEL	CR	TITLE
255494	5	10	Schedule staff
254596	4	5	Manage time keeping records
255495	5	8	Demonstrate an understanding of the sectoral determination for the W&R sector
TOTAL CR		23	

27/SP-522201/Ret4/00271 - Retail Supervisor (Finance) Level 4			
			This skills programme is aimed at managers who have to manage expenses of their department or store
UNIT ST ID	LEVEL	CR	TITLE
242810	4	6	Manage expenditure against a budget
117156	4	4	Interpret basic financial statement
TOTAL CR		10	

27/SP-142103/Ret5/00287 - Retail Manager (Chain Store) (Induction & Training) Level 5			
			This is one of a number of skills programs for wholesale and retail store management. This skills program provides the knowledge and skills to induct and train staff.
UNIT ST ID	LEVEL	CR	TITLE
10980	4	6	Induct a new employee
255496	5	8	Manage a training intervention
TOTAL CR		14	

27/SP-142103/Ret5/00305 - Retail Manager (Chain Store) (Motivating & Building Teams) Level 5			
			This is one of a number of skills programs for wholesale and retail store management. This skills program provides the knowledge and skills to build and motivate teams
UNIT ST ID	LEVEL	CR	TITLE
12433	5	8	Use communication techniques effectively
252037	5	6	Build teams to achieve goals and objectives
242819	4	10	Motivate and build a team
TOT CR		24	

27/SP-142103/Ret5/00306 - Retail Manager (Chain Store) (Time Management) Level 5			
			This is one of a number of skills programs for wholesale and retail store management. This skills program provides the knowledge and skills to manage performance of team members
UNIT ST ID	LEVEL	CR	TITLE
242811	4	5	Prioritise time and work for self and one's team
252034	5	8	Monitor and evaluate team members against performance standards
TOT CR		13	

27/SP-522201/Ret4/00286 - Retail Supervisor (Team Supervisor) Level 4			
			This is another skills programme for managers and concentrates team leadership
UNIT ST ID	LEVEL	CR	TITLE
242815	4	5	Apply organisational code of conduct in the work environment
242819	4	10	Motivate and build a team
254596	4	5	Manage time keeping records
242811	4	5	Prioritise time and work for self and one's team
TOT CR		25	

27/SP-522201/Ret4/00307 - Retail Supervisor (Loss Control Supervision) Level 4			
			This skills program is aimed at supervisors of a department or area within a retail store who are responsible for supervising loss control and stock counts.
UNIT ST ID	LEVEL	CR	TITLE
258155	3	10	Explain the factors that impact on the bottom line of a W&R unit
118045	4	8	Supervise implementation of loss control measures
118043	4	8	Supervise stock counts
TOT CR		26	

27/SP-332301/Ret5/00264 - Retail Buyer (General) Level 5			
			This is one of many buying skills programmes and can be used for both buyers and planners. This skills programme is an introduction to buying and planning
UNIT ST ID	LEVEL	CR	TITLE
252276	5	5	Explain the buying and planning function in the wholesale and retail industry
252242	5	9	Determine an organisations target market
TOT CR		14	

27/SP-332301/Ret5/00265 - Retail Buyer (Managing Merchandise) Level 5			
			This is one of many buying skills programmes. This skills programme looks at merchandise and merchandise performance
UNIT ST ID	LEVEL	CR	TITLE
252246	5	8	Analyse and respond to merchandise performance
252251	5	8	Determine selling prices of merchandise for sale
252256	5	10	Propose a product range for a wholesale and retail outlet
252239	5	12	Research and analyse competitor strategies
TOT CR		38	

27/SP-332301/Ret5/00266 - Retail Buyer (Buying) Level 5			
			<b>This is one of many buying skills programmes. This skills programme looks at sourcing and buying product</b>
UNIT ST ID	LEVEL	CR	TITLE
252267	5	12	Negotiate with suppliers
252238	5	8	Source Suppliers
252271	5	15	Buy merchandise for a wholesale and retail outlet
TOT CR		35	

27/SP-332301/Ret5/00267 - Retail Buyer (Managing Merchandise Performance) Level 5			
			<b>This is one of many buying skills programmes and is aimed mainly at the Planners in an organisation. This skills programme looks at their role in managing merchandise performance</b>
UNIT ST ID	LEVEL	CR	TITLE
252246	5	8	Analyse and respond to merchandise performance
252241	5	4	Manage the supply of stock through the supply chain
252270	5	15	Manage the financial performance of a range of merchandise
252252	5	10	Allocate stock to stores
TOT CR		37	

27/SP-142103/Ret5/00308 - Retail Manager (Chain Store) (Stock Replenishment) Level 5			
			<b>This is one of many buying skills programmes and is aimed at in-store buyers of a small store.</b>
UNIT ST ID	LEVEL	CR	TITLE
255497	5	6	Manage stock holding procedure in a wholesale and retail outlet
243804	3	12	Replenish stock in a retail business
TOT CR		18	

27/SP-332301/Ret5/00268 - Retail Buyer (Planner) Level 5			
			<b>This is one of many buying skills programmes and is aimed mainly at organisation that do not split the role into buyers and planners but have one person doing both jobs.</b>
UNIT ST ID	LEVEL	CR	TITLE
252276	5	5	Explain the buying and planning function in the wholesale and retail industry
252246	5	8	Analyse and respond to merchandise performance
252242	5	9	Determine and organisations target market
252241	5	4	Manage the supply of stock through the supply chain
252270	5	15	Manage the financial performance of a range of merchandise
252252	5	10	Allocate stock to stores
TOT CR		51	

27/SP-142103/Ret5/00288 - Retail Manager (Chain Store) (Monitoring & Evaluating Teams) Level 5			
			<b>This skills programme is for any person in the industry who has teams reporting to him/her</b>
UNIT ST ID	LEVEL	CR	TITLE
12433	5	8	Use communication techniques effectively
252037	5	6	Build teams to achieve goals and objectives
252034	5	8	Monitor and evaluate team members against performance standards
TOT CR		22	

27/SP-142103/Ret5/00289 - Retail Manager (Chain Store) (Recruitment & Selection) Level 5			
			<b>This skills programme is aimed mainly at store management who recruit, select and train team members</b>
UNIT ST ID	LEVEL	CR	TITLE
10980	4	6	Induct a new employee
255496	5	8	Manage a training intervention
12140	5	9	Recruit and Select candidates to fill a defined position
TOT CR		23	

27/SP-142103/Ret5/00290 - Retail Manager (Chain Store)(Sectoral Determination) Level 5			
			<b>This skills programme is aimed mainly at store management who need to manage a team in a store. It concentrates on the legal aspect of people management.</b>
UNIT ST ID	LEVEL	CR	TITLE
255494	5	10	Schedule staff
255495	5	8	Demonstrate an understanding of the sectoral determination for the wholesale and retail sector
255514	5	15	Conduct a disciplinary hearing
TOT CR		33	

27/SP-142103/Ret5/00291 - Retail Manager (Chain Store) (Operational Finance) Level 5			
			<b>This is one of a number of skills programs for wholesale and retail store management. This skills program provides the knowledge and skills to manage the finances of their store</b>
UNIT ST ID	LEVEL	CR	TITLE
255497	5	6	Manage stock holding procedures in a wholesale and retail unit
255499	5	12	Manage shrinkage and losses in a wholesale and retail unit
255500	5	8	Manage procedures that increase the net income of a wholesale and retail unit
TOT CR		26	

27/SP-142103/Ret4/00269 - Retail Manager (Chain Store) (Management) Level 4			
			<b>This is one of a number of skills programs for wholesale and retail store management. This skills program provides the knowledge and skills to lead teams</b>
UNIT ST ID	LEVEL	CR	TITLE
13917	3	6	Indicate the role of a team leader ensuring that a team meets an organisation's standards
13947	4	6	Motivate a team
14667	4	10	Describe and apply the management functions of an organisation
TOT CR		22	

27/SP-432102/Dis3/00270 - Dispatch & Receiving Clerk (Retail Store) Level 3			
			<b>This skills program is aimed at people in a wholesale or retail store who are responsible for both the receiving and dispatching of stock into and from the store.</b>
UNIT ST ID	LEVEL	CR	TITLE
114896	3	12	Receive stock
114892	3	10	Dispatch stock
TOT CR		22	



27/SP-432102/Dis3/00272 - Dispatch & Receiving Clerk (Receiving Clerk - Retail Store) Level 3			
			<b>This skills program is aimed at people in a wholesale or retail store who are responsible for the receiving of goods into the store but who do not get involved in the dispatch of goods from the store.</b>
UNIT ST ID	LEVEL	CR	TITLE
114896	3	12	Receive stock
TOT CR		12	

27/SP-432102/Dis3/00273 - Dispatch & Receiving Clerk (Dispatch Clerk - Retail Store) Level 3			
			<b>This skills program is aimed at people in a store who are responsible for the dispatch of goods from the store but who do not get involved in the receiving of goods into the store</b>
UNIT ST ID	LEVEL	CR	TITLE
114892	3	10	Dispatch stock
TOT CR		10	

27/SP-522301/SaI3/00274 - Sales Assistant (General) (Perishable Food Sales) (Fresh Produce) Level 3			
			<b>The service departments within a supermarket are quite different and as such require different skills &amp; knowledge. This skills programme is aimed at people working at the Fresh Produce section.</b>
UNIT ST ID	LEVEL	CR	TITLE
119956	3	15	Promote sales and reduce wastage at a perishable foods department
119957	3	5	Clean and maintain premises and equipment
119961	3	3	Implement personal hygiene for perishable food stores
119962	3	3	Mark and label perishable foods
TOT CR		26	

27/SP-522301/SaI3/00275 - Sales Assistant (General) (Perishable Food Sales) (Bakery) Level 3			
			<b>The service departments within a supermarket are quite different and as such require different skills &amp; knowledge. This skills programme is aimed at people working at the Bakery department.</b>
UNIT ST ID	LEVEL	CR	TITLE
119956	3	15	Promote sales and reduce wastage at a perishable foods department
119957	3	5	Clean and maintain premises and equipment
119961	3	3	Implement personal hygiene for perishable food stores
119962	3	3	Mark and label perishable foods
119959	3	16	Prepare food for sale
TOT CR		42	

27/SP-522301/SaI3/00276 - Sales Assistant (General) (Perishable Food Sales) (Fresh Fish Sales) Level 3			
			<b>The service departments within a supermarket are quite different and as such require different skills &amp; knowledge. This skills programme is aimed at people selling already prepared fish at the fish shop of a supermarket.</b>
UNIT ST ID	LEVEL	CR	TITLE
119956	3	15	Promote sales and reduce wastage at a perishable foods department
119960	3	3	Merchandise chillers and freezers in a retail store
119957	3	5	Clean and maintain premises and equipment
119958	3	5	Implement requirements of the cold chain
119961	3	3	Implement personal hygiene for perishable food stores
119962	3	3	Mark and label perishable foods
TOT CR		34	

27/SP-522301/SaI3/00309 - Sales Assistant (General) (Perishable Food Sales) (Fresh Fish Production) Level 3			
			<b>The service departments within a supermarket are quite different and as such require different skills &amp; knowledge. This skills programme is aimed at people preparing fish for sale in the preparation area of the fish shop of a supermarket.</b>
UNIT ST ID	LEVEL	CR	TITLE
243018	3	4	Mince fish or meat using automated mincing equipment
8942	2	5	Sort and handle raw seafood manually
8944	2	5	Fleck and fillet fish manually
8946	2	3	Trim and portion cut fish fillets manually
TOT CR		17	

27/SP-142103/Ret5/00292 - Retail Manager (Chain Store) (Induction) Level 5			
			<b>This skills programme is aimed at management responsible for recruitment, selection and induction of staff but who do not get involved in the training of the staff.</b>
UNIT ST ID	LEVEL	CR	TITLE
10980	4	6	Induct a new employee
12140	5	9	Recruit and Select candidates to fill a defined position
TOT CR		15	

27/SP-522201/Ret4/00310 - Retail Supervisor (Visual Merchandising Supervision) Level 4			
			<b>This skills programme is aimed at store supervisors on the sales floor responsible for a department's displays and service.</b>
UNIT ST ID	LEVEL	CR	TITLE
118028	4	8	Supervise customer service standards
118045	4	8	Supervise implementation of loss control measures
114907	3	15	Display Merchandise Visually in a wholesale and retail outlet.
TOT CR		31	

27/SP-522201/Ret4/00277 - Retail Supervisor (Departmental Sales) Level 4			
<b>This skills programme is aimed at store supervisors on the sales floor responsible for a department's sales and service.</b>			
UNIT ST ID	LEVEL	CR	TITLE
118028	4	8	Supervise customer service standards
118045	4	8	Supervise implementation of loss control measures
118037	4	8	Supervise sales performance
<b>TOT CR</b>		<b>24</b>	

27/SP-522201/Ret4/00311 - Retail Supervisor (Sales Generation Supervision) Level 4			
<b>This skills programme is aimed at people who are responsible for supervising a team of sales people who prospect for potential customer sales</b>			
UNIT ST ID	LEVEL	CR	TITLE
118028	4	8	Supervise customer service standards
118045	4	8	Supervise implementation of loss control measures
259917	4	8	Identify customers and generate selling opportunities
<b>TOT CR</b>		<b>24</b>	

27/SP-522201/Ret4/00312 - Retail Supervisor (Coaching) Level 4			
<b>This skills programme is aimed at people who are responsible for the training/coaching of staff and who are responsible for preparing evidence for assessors</b>			
UNIT ST ID	LEVEL	CR	TITLE
113909	3	5	Coach a team member in order to enhance individual performance in work environment.
117877	3	4	Perform one-to-one training on the job
12544	4	4	Facilitate the preparation and presentation of evidence for assessment
<b>TOT CR</b>		<b>13</b>	

27/SP-833402/Sto2/00278 - Store Person (Picking safely) Level 2			
<b>A skills programme to ensure staff who pick stock in a DC do so in a safe manner.</b>			
UNIT ST ID	LEVEL	CR	TITLE
117899	2	12	Pick stock in a Distribution Centre
117892	2	12	Maintain a Safe and Secure Environment in a DC
<b>TOT CR</b>		<b>24</b>	

27/SP-524501/Ser2/00279 - Service Station Attendant (Forecourt Service) Level 2			
<b>A skills programme to ensure staff provide top service to customers in the fuel industry and adhere to health and safety standards on a forecourt</b>			
UNIT ST ID	LEVEL	CR	TITLE
114896	3	12	Receive Stock
114889	2	8	Record Transactions
258599	2	10	Perform Vehicle Maintenance Functions on the Forecourt
<b>TOT CR</b>		<b>30</b>	

27/SP-524501/Ser2/00280 - Service Station Attendant (Valet Servicer) Level 1			
<b>A skills programme for people who are tasked to wash the interior and exterior of a vehicle</b>			
UNIT ST ID	LEVEL	CR	TITLE
116378	1	4	Wash the exterior of the vehicle manually
116386	1	4	Wash the exterior of a vehicle using automated vehicle washing equipment
116376	1	4	Clean the inside of a vehicle
114889	3	8	Record transactions
<b>TOT CR</b>		<b>20</b>	

27/SP-524501/Ser2/00281 - Service Station Attendant (Service Station Cleaner) Level 1			
<b>A skills programme for cleaners developed for fuel stations</b>			
UNIT ST ID	LEVEL	CR	TITLE
243194	1	4	Sweep Floors
243198	1	4	Mop wet floors
243207	1	4	Clean windows
243206	1	6	Clean toilets and bathrooms
<b>TOT CR</b>		<b>18</b>	

27/SP-522301/Sal3/00282 - Sales Assistant (General) (Retail Sales Advisor) (Self Service Cosmetic Sales) Level 3			
<b>A skills programme for people who sell cosmetics in a retail store that displays the majority of its stock on self service displays and therefore requires less product demonstration</b>			
UNIT ST ID	LEVEL	CR	TITLE
258176	3	3	Advise and promote colour cosmetic products in a retail environment
258179	3	3	Advise on and promote nail care products in a retail environment
258162	3	12	Sell products to customer in a WR environment
<b>TOTAL CR</b>		<b>18</b>	

27/SP-833402/Sto2/00283 - Store Person (Bulk Stock breaker) Level 2			
			A skills programme for DC that receive bulk stock but break the bulk packs into smaller packs/singles for distribution. It is often used along with the pick stock skills programme.
UNIT ST ID	LEVEL	CR	TITLE
258175	2	8	Break bulk, pack and label stock
114891	2	5	Count stock for a stock-take
117892	2	12	Maintain a safe and secure environment in a DC
TOT CR		25	

27/SP-833402/Sto2/00284 - Store Person (Stock Counter) Level 2			
			A skills programme for temp or part time staff who simply count stock for stock-take purposes.
UNIT ST ID	LEVEL	CR	TITLE
114891	2	5	Count stock for a stock-take
TOT CR		5	

27/SP-833402/Sto2/00285 - Store Person (Distribution Centre General Worker) Level 2			
			This skills program is for any person working in a DC/Warehouse. It covers none job specific unit standards that all such people should undergo as part of induction to our industry.
UNIT ST ID	LEVEL	CR	TITLE
114895	2	10	Define the core concepts of the Wholesale and Retail environment
117887	2	5	Complete Basic Business Calculations
117892	2	12	Maintain a Safe and Secure Environment in a DC
TOT CR		27	

27/SP-833401/She2/00296 - Shelf Filler (General Merchandiser) (Stockroom) Level 2			
			This skills program is aimed at floor staff who fill shelves or racks in a retail store and are responsible for their section of reserve stock in the stockroom.
UNIT ST ID	LEVEL	CR	TITLE
114903	2	8	Interact with customers
114906	2	10	Mark merchandise and maintain displays
243672	2	10	Maintain the stockroom
TOT CR		28	

27/SP-833402/Sto2/00293 - Store Person (DC Stock Maintenance) Level 2			
			This Skills Programme is to provide learners with the knowledge and skills to maintain stock in a safe and accurate manner within a DC
UNIT ST ID	LEVEL	CR	TITLE
117897	2	8	Maintain stock balances in a distribution centre
117892	2	12	Maintain a Safe and Secure Environment in a DC
TOT CR		20	

27/SP-522201/Ret4/00294 - Retail Supervisor (Front End) Level 4			
			This skills programme is to improve the level of customer service and reduce shrinkage in the business.
UNIT ST ID	LEVEL	CR	TITLE
118028	4	8	Supervise customer service standards
118045	4	8	Supervise implementation of loss control measures
TOT CR		16	

27/SP-522301/Sal3/00314 - Sales Assistant (General) (Business Start-up) Level 3			
			This programme is aimed at providing the knowledge and skills required to understand how business works.
UNIT ST ID	LEVEL	CR	TITLE
243809	3	12	Run a small Business
258155	3	10	Explain factors that impact on the bottom line of a W&R Retail Unit.
TOT CR		22	

27/SP-142103/Ret4/00315 - Retail Manager (Chain Store) (Team Management) Level 4			
			This is one of a number of skills programs for wholesale and retail store management. This skills program provides the knowledge and skills to lead teams.  This is the alternative programme to 27/SP-142103/Ret4/00269 – Retail Manager (Chain Store) (Management) as it uses unit standard which have replaced 13917 and 13947 but is fundamentally the same.
UNIT ST ID	LEVEL	CR	TITLE
14667	4	10	Describe and apply the management functions of an organization
242819	4	10	Motivate and Build a Team
242821	4	6	Identify responsibilities of a team leader in ensuring that organisational standards are met
TOT CR		26	

27/SP-2017-522301/Sal1/Abet1/00002 - Sales Assistant (General) Retail Assistant A Level 1			
			The primary purpose and required outcome is, that the new employee/learner would be able to: <ul style="list-style-type: none"> <li>Understand the importance of ethical behaviour.</li> <li>Understand their role, rights and responsibilities in the workplace.</li> <li>Identify opportunities for personal growth and advancement in the workplace</li> <li>Understand the importance of managing personal finances</li> <li>Demonstrate an understanding of their own contribution in the workplace and able to prioritise tasks and activities in order to plan time</li> </ul>
UNIT ST ID	LEVEL	CR	TITLE
15092	1	5	Plan and manage personal finances
15019	1	3	Plan to manage one's time
14569	1	3	Demonstrate an understanding of how to participate effectively in the workplace
TOT CR		11	

27/SP-2017-522301/Sal1/Abet1/00003 - Sales Assistant (General) Retail Assistant B Level 1			
			This skills programme supports the acquiring of the necessary skills and knowledge to facilitate the investigation of the Wholesale and Retail sector to enable the identification and selection of career path and employment opportunities in the sector. The skills programme will also equip the learner with a foundational understanding of the importance of customer service in the Wholesale and Retail environment. The learner would be able to: <ul style="list-style-type: none"> <li>Identify entry-level positions in the Wholesale and Retail sector.</li> <li>Select and describe a preferred career path.</li> <li>Recognise and describe the importance of customer service in a Wholesale and Retail environment.</li> <li>Identify good customer service standards.</li> <li>Illustrate the handling of basic customer queries</li> </ul>
UNIT ST ID	LEVEL	CR	TITLE
259937	1	8	Identify career opportunities in the Wholesale and Retail Sector
259938	1	5	Identify the importance of customer service in the Wholesale and Retail environment
TOT CR		13	

27/SP-2017-142103/Ret5/00324 - Retail Manager (Chain Store) (Managing Team Relationships & Performance) Level 5			
			The purpose of this programme is to provide managers with the necessary skills for building teams to achieve goals and objectives and monitoring and evaluating team members against performance standards, in an emotionally intelligent manner where workplace relations are established and maintained
UNIT ST ID	LEVEL	CR	TITLE
252037	5	6	Build teams to achieve goals and objectives
252034	5	8	Monitor and evaluate team members against performance standards
252027	5	6	Devise and apply strategies to establish and maintain workplace relationships
TOT CR		20	

27/SP-2017-332301/Int5/00327 - Retail Buyer (General) (Introduction to buying, Planning and Financial Management) Level 5			
			<p>The purpose of this Skills Programme is to equip the learner to operate with the basic skills in understanding the fundamentals of buying, planning and the financial management of a range</p> <p>The learner will be able to:</p> <ul style="list-style-type: none"> <li>• Understand the fundamentals of buying and planning through managing the buying cycle and the supply chain</li> <li>• Set Budgets for all Key Performance Indicators and Manage the financial performance of a range of Merchandise</li> <li>• Apply ethical principals in all their transactions and business conduct</li> </ul>
UNIT ST ID	LEVEL	CR	TITLE
252276	5	5	Explain the buying and Planning function in the wholesale and retail industry
252270	5	15	Manage the financial performance of range of merchandise
252042	5	5	Apply the principles of Ethics to improve Organisational Culture
<b>TOT CR</b>		<b>25</b>	

27/SP-2017-332301/Neg5/00328 - Retail Buyer (General) (Negotiation Skills for Buyers and Planners) Level 5			
			<p>This Skills Programme is intended for people who work in the buying/planning function of an organisation. They are responsible for sourcing of product and the resell of product at a profit. Their negotiation could be for any reason such as price/deal negotiation, delivery, payment terms, designs etc.</p> <p>Negotiation with supplier require full understanding of their own and the rest of the team's role and how they all interact in the buying cycle and the supply chain.</p> <p>Persons credited with this unit standard will be capable of:</p> <ul style="list-style-type: none"> <li>• Describe processes &amp; principles used when negotiating with the suppliers in context of the buying cycle and supply chain.</li> <li>• Plan to negotiate with the suppliers using internal role players contributions to the negotiation.</li> <li>• Negotiate with the suppliers.</li> <li>• Review negotiation with the supplier</li> </ul>
UNIT ST ID	LEVEL	CR	TITLE
252276	5	5	Explain the buying and Planning function in the wholesale and retail industry
252267	5	12	Negotiate with suppliers
<b>TOT CR</b>		<b>17</b>	