

Knowledge Modules				
Curriculum Code		Curriculum Title		
142103-001-00-00		Small Retail Business Owner		
	Name	Email	Phone	Logo
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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

1.2 Occupation or Specialisation Addressed by this Curriculum.

142103-001-00-00: Small Retail Business Owner

1.3 Alternative Titles used by Industry.

- Shop Manager
- Retail Store Manager

2. Curriculum Information

2.1 Curriculum Structure

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

Knowledge Modules:

List of Knowledge Modules for which Specifications are included.

- 142103-001-00-KM-01, Fundamentals of running a small business within the retail ,sector, NQF Level 4, Credits 5
- 142103-001-00-KM-02, Fundamentals of communication as they apply to a Small Retail Business Owner, NQF Level 4, Credits 7
- 142103-001-00-KM-03, Fundamentals of customer service applicable to a Small Retail Business Owner, NQF Leve 4, Credits 8
- 142103-001-00-KM-04, Basic financial management in a small retail business, NQF Level 4, Credits 5
- 142103-001-00-KM-05, Procurement and stock control in a small retail business, NQF Level 4, Credits 5

Total number of credits for Knowledge Modules: 30

Practical Skill Modules:

- 142103-001-00-PM-01, , NQF Level, Credits
- 142103-001-00-PM-02, , NQF Level, Credits
- 142103-001-00-PM-03, , NQF Level, Credits

- 142103-001-00-PM-04, , NQF Level, Credits
- 142103-001-00-PM-05, , NQF Level, Credits
- 142103-001-00-PM-06, , NQF Level, Credits

Total number of credits for Practical Skill Modules:

This qualification also requires the following Work Experience Modules:

- 142103-001-00-WM-01, , NQF Level, Credits
- 142103-001-00-WM-02, , NQF Level, Credits
- 142103-001-00-WM-03, , NQF Level, Credits
- 142103-001-00-WM-04, , NQF Level, Credits
- 142103-001-00-WM-05, , NQF Level, Credits

Total number of credits for Work Experience Modules:

2.2 Entry Requirements

- NQF level ??? related qualification(s)

3. Assessment Quality Partner Information

Name of body: W&RSETA

Address of body: Riverside Office Park, Hennops House, 1303 Heuwel Avenue
Cnr Lenchen South and Heuwel Avenue, Centurion, Pretoria

Contact person name: Ms. N. Rafir-Munsaur

Contact person work telephone number: 012 622 9631.

4. Part Qualification Curriculum Structure

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SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included.

- 142103-001-00-KM-01, Fundamentals of running a small business within the retail ,sector, NQF Level 4, Credits 5
- 142103-001-00-KM-02, Fundamentals of communication as they apply to a Small Retail Business Owner, NQF Level 4, Credits 7
- 142103-001-00-KM-03, Fundamentals of customer service applicable to a Small Retail Business Owner, NQF Leve 4, Credits 8
- 142103-001-00-KM-04, Basic financial management in a small retail business, NQF Level 4, Credits 5
- 142103-001-00-KM-05, Procurement and stock control in a small retail business, NQF Level 4, Credits 5

Total number of credits for Knowledge Modules: 30

1. 142103-001-00-KM-01, Fundamentals of running a small business within the retail sector NQF Level 4, Credits 5

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of key considerations, including applicable legislation, the role of a business plan and factors that may impact either positively or negatively on the successful running of a business.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Legislative requirements (20%)
- KM-01-KT02: The Business Plan (45%)
- KM-01-KT03: Factors that affect the business (35%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: Legislative requirements (20%)

Topic elements to be covered include:

- KT0101 Knowledge and application of rules and regulations that govern the establishment and running of a business in South Africa.
- KT0102 Types of businesses and the business as a legal structure.
- KT0103 Registration of the business with the Companies and Intellectual Property Commission (CIPC).
- KT0104 Tax Laws which include the registration with the South African Revenue Services (SARS) as a tax payer (provisional tax payer), the meaning and purpose of the Income Tax Act, No. 58 of 1962, compliance with tax legislation such as the Value-Added Act, No. 89 of 1991.
- KT0105 SARS compliance requirements which may include but are not limited to UIF, PAYE, etc.
- KT0106 Compliance with Municipal By-Laws.
- KT0107 Key considerations for establishing and forming a business. These may include but are not limited to the nature and size of the business, cost of administration, security, finances, type of products or commodities, marketing and advertising, etc.
- KT0108 Legal requirements to be met. These may include but are not limited to :
 - The Company Act.

- The Labour Relations Act.
- The Basic Conditions of Employment Act.
- The Occupational Health and Safety (OHS) Act.
- The Protection of Personal Information (POPI) Act.
- The Consumer Protection Act.
- Skills Development Act.
- The Unemployment Insurance Fund Act (UIF Act)
- Compensation for Occupational Injuries and Diseases (COIDA) Act i.e., Compensation for occupational injuries.

Internal Assessment Criteria and Weight

- IAC0101 Identify and explain different types of businesses that can be established.
- IAC0102 Explain the importance of registering a business with the Companies and Intellectual Property Commission (CIPC).
- IAC0103 Identify and discuss important factors to be considered when establishing a business. These may include but are not limited to the nature and size of the business, cost of administration, security, finances, type of products or commodities, marketing and advertising, etc.
- IAC0104 Explain the importance of complying with Tax Laws and discuss the consequences on non-compliance with the SARS' requirements.
- IAC0105 Explain the importance of adhering to the Municipal By-Laws when running a business.
- IAC0106 Explain the purpose of each piece of legislation provided below and explain the impact of each on your business.
 - The Company Act.
 - The Labour Relations Act.
 - The Basic Conditions of Employment Act.
 - The Occupational Health and Safety (OHS) Act.
 - The Protection of Personal Information (POPI) Act.
 - The Consumer Protection Act.

- Skills Development Act.
- The Unemployment Insurance Fund Act (UIF Act)
- Compensation for Occupational Injuries and Diseases (COIDA) Act i.e., Compensation for occupational injuries.

(Weight 20%)

1.2.2. KM-01-KT02: The Business Plan (45%)

Topic elements to be covered include:

- KT0201 The role of a business plan in a business.
- KT0202 Reason for a business plan.
- KT0203 Definition of a business plan.
- KT0204 The importance and value of the business plan.
- KT0205 Factors to consider when drawing up a business plan which may include but are not limited to content of the business plan, what should be covered in the business plan, how detailed should it be, what part of a business plan must be created first, how to develop a business plan with no financial aid, how and where to present a business plan.
- KT0206 Feasibility study.
- KT0207 Using the business plan to secure funding.
- KT0208 Using the business plan to evaluate or measure progress and success of the business.
- KT0209 The importance of record keeping.

Internal Assessment Criteria and Weight

- IAC0201 Define a business plan in terms of importance and meaning to your business.
- IAC0202 Explain the purpose of a business plan.
- IAC0203 Explain ways in which a business plan can be used to:
 - create an effective strategy for growth,
 - determine your future financial needs, and
 - to attract investors and lenders.

- IAC0204 Making use of key factors to consider when drawing up a business plan draw a basic Business Plan for your business.
- IAC0205 Indicate the importance of achieving short- and long-term objectives through the business plan.
- IAC0206 Explain the importance of record keeping in a business.

(Weight 45 %)

1.2.3. KM-01-KT03: Factors that affect the business (35%)

Topic elements to be covered include:

- KT0301 Understanding factors that influence economic activities. Factors may include but are not limited to legislation, pandemics/ phenomenon, geographical location, unrest, market segmentation, etc.
- KT0302 Understanding the market mechanisms in the value chain.
- KT0303 Concepts of supply and demand.
- KT0304 Target market and finding the market niche.
- KT0305 Stakeholders and role-players in a business.
- KT0306 Competitors, suppliers and customers.
- KT0307 Marketing and advertising. Different types of marketing strategies such as webpage, emails, social media, cold calls, etc.
- KT0308 Drawing up contracts and Service Level Agreements.
- KT0309 Documents to complete for various transactions and safe keeping (record keeping). Transactions documents may include but are not limited to quotations, invoices, debit notes, credit notes, receipt book, etc.

Internal Assessment Criteria and Weight

- IAC0301 Identify and explain the various factors that influence economic activities and explain how these will impact / affect your business.
- IAC0302 Explain the concepts 'supply and demand'.
- IAC0303 Explain ways in which the business target market can be identified and secured.
- IAC0304 Define the concept 'market niche'.

- IAC0305 Identify the different stakeholders and role-players that may have an influence on your business and explain the roles.
- IAC0306 Differentiate between competitors and suppliers.
- IAC0307 Explain how you will go about finding and attracting customers to your business.
- IAC0308 Explain the concepts 'Marketing and Advertising'.
- IAC0309 Explain the different marketing strategies you will use to market your business.
- IAC0310 Identify and discuss basic components, including legislative requirements, of a Service Level Agreement (SLA).
- IAC0311 Explain the importance of entering into a formal Service Level Agreement with suppliers and customers.
- IAC0312 Given a basic SLA, review and identify key components that makes it legally binding.
- IAC0313 Identify and explain the different documents to complete and file when transacting. Transactions documents may include but are not limited to quotations, invoices, debit notes, credit notes, receipt book, etc.
- IAC0314 Explain the importance of record keeping.

(Weight 35%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Standard requirements for classroom training.
- Relevant resources to facilitate learning.
- Operational facilities in accordance with the OHS Act requirements.
- Well ventilated training venue with sufficient and operational resources.

Human Resource Requirements:

- Facilitator/ Learner ratio of not more than 1:25
- Facilitators must have relevant industry experience related to the subject
- Facilitators compiling and conducting the internal assessments must have a qualification one level higher than the qualification, or a qualification at the same level as the subject and at least three years' experience relevant to the subject

Legal Requirements:

- Registration as a provider
- Compliance with the relevant Legislations.

1.4 Exemptions

- None.

2. 142103-001-00-KM-02, Fundamentals of communication as they apply to a Small Retail Business Owner, NQF Level 4, Credits7

2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of theories of customer service to be applied in the running of a small retail business. The application of these theories will enable learners to effectively communicate with various role-players and stakeholders, more importantly, customers, to build healthy long relationships with various role-players who might have an impact on the success of the business.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Communication processes(100%)

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Communication processes (100%)

Topic elements to be covered include:

- KT0101 Theory of communication.
- KT0102 Communication techniques and etiquette.
- KT0103 Communication modes and channels.
- KT0104 Listening skills.
- KT0105 Body language.
- KT0106 Oral (speaking) skills (presentation of reports etc.).
- KT0107 Writing skills as they apply to correspondences through business letters, e-mails, faxes, etc.
- KT0108 Barriers to communication.
- KT0109 Protocols for communication.
- KT0110 Types of business communication (work-based communication) including but not limited to social media, meetings through virtual platforms, teleconferences, telephone, face to face, etc.
- KT0112 Professionalism as it applies to business communication with respect to oral, written, reports and official documents.

- KT0113 People diversity such as language, race, gender, sexual orientation, religion, culture etc.

Internal Assessment Criteria and Weight

- IAC0101 Explain the theory of communication.
- IAC0102 Identify and explain communication techniques and etiquette appropriate to the audience you are likely to interact with or address. Make use of examples to respond to this question. Your response can be in the form of a table with one column referring to the type of audience and the other column referring to the communication technique.
- IAC0103 Identify and explain different types of communication modes and channels; and situations where each can be used.
- IAC0104 Identify and explain differences between listening and speaking skills.
- IAC0105 Explain ways or techniques that one can use to ensure effective listening skills.
- IAC0106 Identify and explain various gestures that people use as a form of non-verbal communication, i.e., body language.
- IAC0107 Explain the role that is played by one's tone of voice in oral communication (speaking) and presentation of reports etc.
- IAC0108 Explain how one's tone of voice can impact on the effectiveness of communication.
- IAC0109 Identify and discuss environments or circumstances or situations that require the use of written communication and identify the most appropriate communication channels to use for each situation.
- IAC0110 Explain key factors to consider when using emails, letters and faxes as communication channels.
- IAC0111 Identify and describe barriers to communication and show how to overcome these.
- IAC0112 Explain the protocols and procedures for business communication.
- IAC0113 Identify and explain various types of business communication (work-based communication) including but not limited to social media, meetings through virtual platforms, teleconferences, telephone, face to face, etc., making use of examples of situations or instances in which each can be applied.
- IAC0114 Explain the importance of adhering to the organisation's communication policies and procedures when using the various communication channels.

- IAC0115 Explain the impact of inappropriate use of social media to the organisation.
- IAC0116 Explain the importance of maintaining professionalism when communicating with customers orally, through written documents such as reports and official documents.
- IAC0117 Explain the importance of taking into consideration people diversity such as language, race, gender, sexual orientation, religion, culture etc., during communication interactions.

(Weight 100%

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Standard requirements for classroom training.
- Relevant resources to facilitate learning.
- Operational facilities in accordance with the OHS Act requirements.
- Well ventilated training venue with sufficient and operational resources.

Human Resource Requirements:

- Facilitator/ Learner ratio of not more than 1:25
- Facilitators must have relevant industry experience related to the subject
- Facilitators compiling and conducting the internal assessments must have a qualification one level higher than the qualification, or a qualification at the same level as the subject and at least three years' experience relevant to the subject

Legal Requirements:

- Registration as a provider
- Compliance with the relevant Legislations.

4.4 Exemptions

- None.

3. 142103-001-00-KM-03, Fundamentals of customer service applicable to a Small Retail Business Owner, NQF Level 4, Credits 8

3.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build knowledge and understanding of the importance of providing your customers with a professional and impressive service which will ensure that customers remain loyal to the business.

This module is aimed at providing learners with knowledge and understanding about effective communication in order to build rapport with customers, how to handle customers' complaints, selling skills, ethical and professional behaviour when interacting with customers. Learners will also learn about how to create a safe and secure business environment to ensure security of the business resources such as cash, vehicles, etc. and customers in order to gain their trust.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Fundamentals of customer service (40%)
- KM-03-KT02: Fundamentals of sales and selling skills (40%)
- KM-03-KT03: Professionalism and ethical behaviour in relation to customer service (10%)
- KM-03-KT04: Creation and provision of a safe and secure business environment (10%)

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: Fundamentals of customer service.(40%)

Topic elements to be covered include:

- KT0101 Types of customers.
- KT0102 Customer service standards and customer service.
- KT0103 Attracting and retaining customers which includes building lasting business relationships with customers.
- KT0104 Building rapport with customers.
- KT0105 Ensuring customer loyalty.
- KT0106 Effective communication when interacting with customers.
- KT0107 Handling and resolving complaints.
- KT0108 Different ways of communicating with customers.
- KT0109 Negotiation skills and conflict resolution.

- KT0110 The principle of assertiveness as it applies to customer service.
- KT0111 Consideration of cultural diversity and socio-economic background when interacting with customers. Diversity may include but is not limited to religious beliefs (e.g., Halaal), cultural beliefs, customer background and orientation, etc.
- KT0112 Customers as the 'life blood of the business'.
- KT0113 Team creativity including hiring staff members, capacity building, and application of Human Resources related legislation.

Internal Assessment Criteria and Weight

- IAC0101 Differentiate between internal and external customers.
- IAC0102 Explain the meaning of customer service standards.
- IAC0103 Explain how you will go about finding, attracting and retaining customers.
- IAC0104 Explain how you will build rapport with customers.
- IAC0105 Explain how you will ensure that customers remain loyal to your business.
- IAC0106 Explain the importance of effective communication when interacting with customers.
- IAC0107 Identify and explain different ways of communicating with customers.
- IAC0108 Identify and discuss possible causes of conflicts between the business owner and customers.
- IAC0109 Identify possible types of conflicts and/ or complaints that are likely to emanate from possible misunderstanding between the business owner or staff member and / or a customer.
- IAC0110 Describe how you will handle and resolve customers complaints.
- IAC0111 Explain how negotiation skills can be used as a conflict resolution mechanism.
- IAC0112 Explain the meaning of assertiveness as it applies to customer service.
- IAC0113 Explain the importance of considering cultural diversity and socio-economic background when interacting with customers. Diversity may include but is not limited to religious beliefs (e.g., Halaal), cultural beliefs, customer's background and orientation, etc.
- IAC0114 Explain the meaning of the phrase 'customers are the life blood of your business'.

- IAC0115 Explain factors to consider when hiring staff members, and how to create an effective team for your business.
- IAC0116 Explain the importance of adhering to the relevant legislative requirements when interacting with staff members.

(Weight 40%)

3.2.2. KM-03-KT02: Fundamentals of sales and selling skills (40%)

Topic elements to be covered include:

- KT0201 Marketing and Advertising (ways and marketing material).
- KT0202 Packaging material.
- KT0203 Selling goods (different selling platforms, strategies and techniques including visual merchandising/ displays).
- KT0204 External factors that may impact on the successful running of the business. External factors may include competitors, geographical location, environmental factors, etc.
- KT0205 Closing a deal.
- KT0206 Customer payment methods.
- KT0207 Transaction documents.
- KT0208 After sale customer service.
- KT0209 Applicable legislation such as Consumer Protection Act, POPI Act, and any other applicable piece of legislation related to customers' needs.

Internal Assessment Criteria and Weight

- IAC0201 Differentiate between marketing and selling.
- IAC0202 Explain the importance of marketing the product or service.
- IAC0203 Explain the different marketing and advertising strategies or methods to use in marketing and advertising the product or service.
- IAC0204 Explain the importance of identifying a market niche for the product or service.
- IAC0205 Identify and describe external factors that may have an impact on the product or service.
- IAC0206 Taking into consideration the type of goods you are selling, identify the most suitable packaging material to use.

- IAC0207 Explain the advantages and disadvantages of the different selling platforms you are likely to use to sell your business products.
- IAC0208 Explain the factors that influence successfully closing a deal.
- IAC0209 Explain the advantages and disadvantages of the different payment methods that can be offered to customers.
- IAC0210 Identify and explain different transaction documents that can be issued to customers.
- IAC0211 Explain the importance of record keeping to the business.
- IAC0212 Explain the importance of performing after sale activities.
- IAC0213 Explain the importance of adhering to applicable legislation such as Consumer Protection Act, Protection of Personal Information (POPI) Act, and any other applicable piece of legislation related to customers' needs.

(Weight 40 %)

3.2.3. KM-03-KT03: Professionalism and ethical behaviour in relation to customer service (10%)

Topic elements to be covered include:

- KT0301 Ethics, values and morals in a business.
- KT0302 Professionalism as it applies to business.
- KT0303 Applicable legislation to adhere to when dealing with and handling customers' information (POPI Act).

Internal Assessment Criteria and Weight

- IAC0301 Explain each of the following concepts, making use of examples, ethics, values and morals in a business.
- IAC0302 Identify and explain practices in a business that are regarded as unethical.
- IAC0303 Identify the relevant pieces of legislation that should be adhered to when handling and dealing with customers. Legislation may include but is not limited to Customer Protection Act, POPI Act, etc.
- IAC0304 Explain the impact of non-compliance to the various pieces of legislation that are applicable to customers rights.
- IAC0305 Identify and explain how to professionally apply policy to handle payment related situations.

(Weight 10%)

3.2.4. KM-03-KT04: Creation and provision of a safe and security business environment (10%)

Topic elements to be covered include:

- KT0401 Basic safety and security within a business environment, for example cyber security, cash security, stock security, transportation, etc.
- KT0402 Creation and provision of safety in and around business premises, if required. (NB: This is applicable to small retail business that are operating in a brick-and-mortar facility. Safety and security measures may include but are not limited to fire safety, cash security, stock security, transportation, public safety, etc.
- KT0403 Security measures to mitigate security risks.
- KT0404 Knowledge about Basic First Aid requirements.
- KT0405 Application of the relevant section of the Occupational Health and Safety (OHS) Act.
- KT0406 Housekeeping standards.
- KT0407 Environmental health including but not limited to noise and air pollution control measures.

Internal Assessment Criteria and Weight

- IAC0401 Identify and explain possible security risks you are likely to encounter in your business.
- IAC0402 Explain the meaning of cyber security and how your business can fall prey to or become a victim of cyber security threats.
- IAC0403 Describe measures that you will put in place to create a safe and secure environment for your customers, including cyber security threats.
- IAC0404 Explain the importance of having a First Aid kit at your business premises, if operating in 'brick and mortar' structured facility.
- IAC0405 Discuss the importance of adhering to the relevant sections of the Occupational Health and Safety Act when running a business.
- IAC0406 Explain the importance of adhering to housekeeping standards.

- IAC0407 Indicate the guidelines for housekeeping standards that will ensure the safety of staff members and customers.
- IAC0408 Explain the importance of adhering to the environmental health requirements which include but are not limited to noise and air pollution, disposal of waste material, etc.

(Weight 10%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Standard requirements for classroom training.
- Relevant resources to facilitate learning.
- Operational facilities in accordance with the OHS Act requirements.
- Well ventilated training venue with sufficient and operational resources.

Human Resource Requirements:

- Facilitator/ Learner ratio of not more than 1:25
- Facilitators must have relevant industry experience related to the subject
- Facilitators compiling and conducting the internal assessments must have a qualification one level higher than the qualification, or a qualification at the same level as the subject and at least three years' experience relevant to the subject

Legal Requirements:

- Registration as a provider
- Compliance with the relevant Legislations.

3.4 Exemptions

- None.

4. 142103-001-00-KM-04, Basic financial management in a small retail business, NQF Level 4, Credits 5

4.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of various ways of sourcing business finances and how to manage finances in order to run a successful business. Learners will be taught about cashflow management, budgeting, how to draw up and analyse profit and loss statement in order to make informed decisions and costing and pricing models.

The learning will enable learners to demonstrate an understanding of:

- KM-04-KT01: Sources of business capital (finance) (40%)
- KM-04-KT02: Basic financial management (60%)

4.2 Guidelines for Topics

4.2.1. KM-04-KT01: Sources of finance (40%)

Topic elements to be covered include:

- KT0101 Origin of business capital.
- KT0102 Loans.
- KT0103 Interest on loans.
- KT0104 Own finance.
- KT0105 Other sources of finance, for example grants, Government incentives from institutions such as National Empowerment Fund, Department of Trade and Industry (DTI), National Development Agency(NDA), Loan Financing, Venture Investors Fund, Small Enterprise Finance Agency (SEFA), Lulalend, Solidarity Fund, National Youth Development Agency (NYDA), Venture capital, Angel Investors, etc.
- KT0106 Criteria to be met when applying for finance aid, such as availability of a Business Plan, business viability which includes break-even point, financial projections, demand, etc.

Internal Assessment Criteria and Weight

- IAC0101 Identify and explain different ways in which business capital can be sourced.
- IAC0102 Explain the advantages and disadvantages of the different types of financial sources, for example, banking institutions, Government Incentives from institutions such as National Empowerment Fund, Department of Trade and Industry (DTI), National Development Agency(NDA), Loan Financing, Venture Investors Fund, Small Enterprise

Finance Agency (SEFA), Lulalend, Solidarity Fund, National Youth Development Agency (NYDA), Venture capital, Angel Investors, etc.

- IAC0103 Differentiate between simple and compound interest.
- IAC0104 Explain the concept of compound interest and its impact on the business' finances.
- IAC0105 Calculate the cost of simple and compound interest incurred on a business loan over a period of time.
- IAC0106 Explain the general criteria to be met when applying for financial assistance. Criteria may include but it is not limited to availability of a Business Plan, business viability which includes break-even point, financial projections, demand, etc.

(Weight 40%)

4.2.2. KM-04-KT02: Basic financial management (60%)

Topic elements to be covered include:

- KT0201 Basic financial management.
- KT0202 Cash flow management.
- KT0203 Differences between business finances and personal finances.
- KT0204 Types of budgeting methods and projections.
- KT0205 Analysis of income and expenditure.
- KT0206 Salaries or wages
- KT0207 Bills and taxes
- KT0208 Profit and loss (income and expenditure)
- KT0209 Break-even point.
- KT0210 Operating profit.
- KT0211 Accurate financial records (record keeping).
- KT0212 Pricing models such as cost-plus, value-based and competition-based.

Internal Assessment Criteria and Weight

- IAC0201 Explain the concept of cash flow management.
- IAC0202 Explain the structure of cashflow management sheet.

- IAC0203 Explain various factors related to the creation and maintenance of a healthy balance sheet.
- IAC0204 Differentiate between cashflow and profit.
- IAC0205 Differentiate between business finances and personal finances.
- IAC0206 Explain the importance of drawing up a budget with projections for the business.
- IAC0207 Explain the advantages and disadvantages of different types of budgeting such as zero, incremental, activity based and traditional.
- IAC0208 Making use of the concepts learnt in drawing up a budget, draw up a basic budget for your business. The budget must include salaries or wages, bills and taxes, marketing costs, advertising costs, administration costs including telephone, stationery, costs for raw material or stock, transportation, maintenance, etc.
- IAC0209 Explain the concept of profit and loss (income and expenditure).
- IAC0210 Explain the structure of a profit and loss statement.
- IAC0211 Explain how you will analyse the business profit and loss (income and expenditure). In your analysis identify and determine the following:
 - areas where unnecessary and/ or excessive expenses are incurred.
 - whether the business is viable and profitable and
 - propose corrective action if necessary.
- IAC0212 Identify the advantages and disadvantages of different pricing models.
- IAC0213 Explain factors to consider when determining costing and pricing models.
- IAC0214 Explain the importance of availability of sufficient cash to buy the stock, at all times.
- IAC0215 Explain the importance of keeping accurate financial records.
- IAC0216 Explain the concept of Break-even point and how it relates to the viability of the business.

(Weight 60%)

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Standard requirements for classroom training.

- Relevant resources to facilitate learning.
- Operational facilities in accordance with the OHS Act requirements.
- Well ventilated training venue with sufficient and operational resources.

Human Resource Requirements:

- Facilitator/ Learner ratio of not more than 1:25
- Facilitators must have relevant industry experience related to the subject
- Facilitators compiling and conducting the internal assessments must have a qualification one level higher than the qualification, or a qualification at the same level as the subject and at least three years' experience relevant to the subject

Legal Requirements:

- Registration as a provider
- Compliance with the relevant Legislations.

4.4 Exemptions

- None.

5. 142103-001-00-KM-05, Procurement and stock control in a small retail business, NQF Level 4, Credits 5

5.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of factors to consider when procuring goods. In addition to this learners will learn about stock management and maintenance.

The learning will enable learners to demonstrate an understanding of:

- KM-05-KT01: Goods procurement (40%)
- KM-05-KT02: Management or maintenance of stock levels (60%)

5.2.1. KM-05-KT01: Goods procurement (40%)

Topic elements to be covered include:

- KT0101 Planning for the procurement process (PFP) including factors to take into consideration in the procurement process.
- KT0102 Supply chain including role-players and stakeholders, factors to consider when choosing a supplier. Factors may include but are not limited to supplier's reliability, pricing and response time.
- KT0103 Procuring goods.
- KT0104 Supplier payment methods.
- KT0105 Transportation and delivery of goods.
- KT0106 Pricing models (application of the various pricing models).
- KT0107 Record keeping.

Internal Assessment Criteria and Weight

- IAC0101 Explain the critical factors to consider, in determining the appropriate time to procure goods.
- IAC0102 Explain the concept of supply and demand.
- IAC0103 Considering the type of commodities your business is merchandising, identify the different suppliers you are likely to buy, taking into consideration, supplier's reliability, pricing and response time. Motivate your answer with regards to the choice of suppliers.
- IAC0104 Explain the advantages and disadvantages of the different payment methods offered by suppliers.

- IAC0105 Explain factors to consider when determining the pricing model, you are likely to use in your business.

(Weight 40%)

5.2.2. KM-05-KT02: Management or maintenance of stock levels (60%)

Topic elements to be covered include:

- KT0201 Minimum stock levels required.
- KT0202 Stock storage.
- KT0203 Seasonal products.
- KT0204 Cash flow available to buy the stock.
- KT0205 Expiry date/ outdated stock.
- KT0206 Shrinkage, damages and losses.
- KT0207 Stock counting.
- KT0208 Inventory Management.
- KT0209 Documents and record keeping. Documents may include but are not limited to transactions documents such as quotations, invoices, debit notes, credit notes, receipt book, delivery notes, etc.

Internal Assessment Criteria and Weight

- IAC0201 Explain the importance of monitoring stock levels and the impact of low stock levels to the business.
- IAC0202 Explain how to determine minimum stock levels required.
- IAC0203 Explain important factors to consider when deciding on stock storage area.
- IAC0204 Explain the impact of seasonal products to the business.
- IAC0205 Describe how you will handle expired or outdated stock.
- IAC0206 Identify and describe the main causes and impact of shrinkage, damages and stock losses in a business.
- IAC0207 Explain the importance of counting stock in a business.
- IAC0208 Explain the importance of Inventory Management to a business.

- IAC0209 Explain the importance of completing and keeping records of documents such as quotations, invoices, debit notes, credit notes, receipt book, delivery notes, etc.

(Weight 60%)

5.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Standard requirements for classroom training.
- Relevant resources to facilitate learning.
- Operational facilities in accordance with the OHS Act requirements.
- Well ventilated training venue with sufficient and operational resources.

Human Resource Requirements:

- Facilitator/ Learner ratio of not more than 1:25
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Legal Requirements:

- Registration as a provider
- Compliance with the relevant Legislations.

5.4 Exemptions

- None.