

Occupational Skills Programme: Learning Support Facilitator

Level: 3	SAQA ID: SP-211007	QCTO: 01-QCTO/SDP141024130404
Learnership Duration:	10 days	Credits: 20
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Anyone wanting to prepare to function as a Learning Support Facilitator.	

Purpose

The purpose of the Skills Programme is to prepare a learner to function as a Learning Support Facilitator.

Learning Support Facilitators apply tools and methods to improve the performance of learners in their studies. A Learning Support Facilitator profile, evaluate, prepare, facilitate, support and evaluate learning of learners after teaching. A competent learner shall demonstrate among others the following attributes: communication, problem solving, coaching, emotional intelligence, mentoring and self-confidence. The qualified learners will be able to:

- Support teaching and learning processes.
- Identify, analyse, and remedy learning barriers.
- Implement and evaluate learning support methods.
- Conduct formative assessments.
- Facilitate learner support.

Entry requirements

NQF Level 4 with Communication

Programme outline

Session 1: Methods to overcome barriers to learning.

- 1.1. Barriers to learning.
- 1.2. Recognise learners who have special needs.
- 1.3. Discuss with learners the need for further intervention

Session 2: Learning support methods and interventions

- 2.1. Refer learner for further intervention.
- 2.2. Implement strategies to assist learner.
- 2.3. Investigate and respond to absenteeism and drop-out.

Session 3: Techniques for language and learning remediation

- 3.1. Formulate and use learning strategies.

- 3.2. Use and apply occupational and vocational learning materials and resources.
- 3.3. Conduct research and submit recommendations.
- 3.4. Lead and function effectively in a team and as an individual.
- 3.5. Identify characteristics of workplace, evaluate specific needs of occupational / vocational context.

Session 4: Methods of formative assessment

- 4.1. Prepare for assessments.
- 4.2. Conduct assessments.
- 4.3. Provide feedback on assessments.

Session 5: Learning process

- 5.1. Structuring learning programme
- 5.2. Learning event planning
- 5.3. Learning and Teaching Support Material

Application component modules

Application component-1-Apply learning methods

Application component-2-Facilitate learner support

Application component-3-Conduct formative assessment

Assessment & Certification

- Learners are internally assessed throughout the programme
- A FISA will be conducted at the end of the internal assessment
- Internal moderation is completed
- Application to the QP for external verification is submitted
- Once EV is completed the statement of results and certificate will be distributed

Occupational Certificate: Project Manager

NQF Level: 5	SAQA ID: 101869	QCTO: 01-QCTO/SDP240221-658
Qualification Duration:	18 to 24 Months	Credits: 240
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification presents a competency framework appropriate for South African contexts and was developed and closely benchmarked against international standards. It establishes a national standard for the training of fully qualified Project Managers and is closely aligned with international best practice.	

Recommended entry requirements

Learners should be competent in the following:

- Communication at NQF Level 4 or equivalent.
- Mathematical Literacy at NQF Level 4 or equivalent.
- Computer Literacy at NQF Level 4 or equivalent

Purpose

The purpose of this qualification is to address the project and general threshold competencies required to manage simple to moderately complex projects.

A Project Manager who is competent at managing a project at NQF Level 5 may not be able to produce the expected results in the context of a higher-level competency project (NQF Level 6).

The Global Project Management Standards Initiative has developed an approach to differentiating projects based on their management complexity. This is used as input to the specification of the South African project management qualifications and standards. Project Managers are the people in charge of a specific project or projects within a company or a government entity and any small- or large-scale development project requires high quality project management skills.

Project Managers however can work in a variety of fields, from Information and Communication Technology, Human Resources, Advertising, Marketing, Construction and more.

A project manager operating at NQF Level 5 may act as a full-time manager or be involved in the product design and development work as well as the project management work. i.e., technical specialist and project manager. They tend to be hands on often with little or no administrative support in the project management processes and resultant outcomes. Typically, the organisation will have set up expectations and rules and procedures to be used on the project before it is given to the project manager. The project manager may well be working with a more senior person with regard to interfaces with clients and stakeholders, gate reviews and closure of the project. Their projects are of a simple to moderately complex nature, the ranges below describe this further:

Exit level outcomes

On completion the learners will be able to:

- Initiate a project to address specific project objectives.
- Plan and prepare the delivery of a project.
- Execute and control the delivery of a project management plan.
- Manage the project close-out process

This qualification is made up of the following modules:

Knowledge Modules:

- 121905000-KM-01, Introductory studies for Project Managers, NQF Level 5, Credits 4
- 121905000-KM-02, Project Integration Management, NQF Level 5, Credits 4
- 121905000-KM-03, Project scope management, NQF Level 5, Credits 8
- 121905000-KM-04, Project Time Management, NQF Level 5, Credits 8
- 121905000-KM-05, Project Cost Management, NQF Level 5, Credits 8
- 121905000-KM-06, Project Quality Management, NQF Level 5, Credits 8
- 121905000-KM-07, Project Human Resource Management, NQF Level 5, Credits 8
- 121905000-KM-08, Project Communications Management, NQF Level 05, Credits 8
- 121905000-KM-09, Project Risk Management, NQF Level 05, Credits 8
- 121905000-KM-10, Project Procurement Management, NQF Level 05, Credits 8
- 121905000-KM-11, Project Stakeholder Management, NQF Level 05, Credits 8

Total number of credits for Knowledge Modules: 80

Practical Skill Modules:

- 121905000-PM-01, Initiate a project, NQF Level 5, Credits 4
- 121905000-PM-02, Plan and develop a project management approach and scope statement, NQF Level 05, Credits 8
- 121905000-PM-03, Plan and develop a project time line and schedule, NQF Level 05, Credits 8
- 121905000-PM-04, Plan for and project the cost of a project, NQF Level 05, Credits 8
- 121905000-PM-05, Plan project management systems, NQF Level 05, Credits 8
- 121905000-PM-06, Monitor and control the scope of a project, NQF Level 05, Credits 8
- 121905000-PM-07, Control the project delivery schedules and costs, NQF Level 05, Credits 8
- 121905000-PM-08, Control the project quality, NQF Level 05, Credits 8
- 121905000-PM-09, Manage and control the human resources of a project, NQF Level 05, Credits 8
- 121905000-PM-10, Conduct and control project communication and stakeholder interaction, NQF Level 05, Credits 8
- 121905000-PM-11, Manage and control project risks, NQF Level 05, Credits 8
- 121905000-PM-12, Manage and control project procurement activities, NQF Level 05, Credits 8
- 121905000-PM-13, Manage and control project close-out activities, NQF Level 05, Credits 8

Total number of credits for Practical Skill Modules: 100

This qualification also requires the following Work Experience Modules:

- 121905000-WM-01, Attend to project initiation management processes, NQF Level 05, Credits 10
- 121905000-WM-02, Attend to project planning processes, NQF Level 5, Credits 20
- 121905000-WM-03, Attend to project execution and control processes, NQF Level 05, Credits 20
- 121905000-WM-04, Attend to project close out processes, NQF Level 5, Credits 10

Total number of credits for Work Experience Modules: 60

The programme is scheduled into 12 modules as follows and will be covered over a period of 18 - 12 months:

1. Introduction to project management
2. Project structures, initiation, and stakeholder commitment
3. Project feasibility management
4. Project scope management
5. Project risk management
6. Project scheduling management
7. Project costing management
8. Project time management
9. Project resource management
10. Project quality management
11. Project communication management
12. Project systems management

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Recruitment Manager

NQF Level: 5	SAQA ID: 118251	QCTO: 01-QCTO/SDP220624100028
Qualification Duration:	12 – 18 Months	Credits: 186
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners to operate as a recruitment manager.	

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 4 qualification

Purpose

The purpose of this qualification is to prepare a learner to operate as the Recruitment Manager. The Recruitment Manager manages people and resources to ensure compliance and operational delivery of recruitment services.

Rationale:

Recruitment services play a critical role in accessing employment opportunities. The demand for competent recruitment managers operating in an increasingly complex labour market is a priority for the industry. The qualification will provide learners with specialised competencies to function successfully within the recruitment environment. The recruitment industry, through its qualified managers, manages a significant portion of the permanent and temporary workforce and facilitates the acquisition of job and employment opportunities within the marketplace.

This qualification brings together all aspects of recruitment and marketing principles. It seeks to professionalise the industry and is applicable to permanent and temporary employment services. In addition, it provides articulation with other service industries.

This qualification will provide an opportunity for persons already in the industry to acquire formal recognition for the competencies that they have acquired

Exit level outcomes

On completion the learners will be able to:

- Manage and control operational planning and the achievement of operational targets.
- Lead, manage and develop staff to ensure smooth business operations.
- Manage the implementation of compliance with legal procedures and industry standards.
- Establish and manage budgets, control expenditure, and ensure the efficient use of resources.
- Oversee the maintenance of an effective and efficient recruitment service

This qualification is made up of the following modules:

Knowledge Modules:

- 121907-001-00-KM-01, Introductory Studies for Private Employment Agency Managers, Level 4, 4 Credits.
- 121907-001-00-KM-02, Communication, Level 4, 4 Credits.
- 121907-001-00-KM-03, Operational Management, Level 5, 4 Credits.
- 121907-001-00-KM-04, Private Employment Agency Systems and Processes, Level 5, 8 Credits
- 121907-001-00-KM-05, Human Resource Management, Level 5, 4 Credits.
- 121907-001-00-KM-06, Industrial Relations Management, Level 5, 4 Credits.
- 121907-001-00-KM-07, Compliance to Industry Standards and Risk management, Level 6, 6 Credits.
- 121907-001-00-KM-08, Client Relationship Management, Level 6, 8 Credits.
- 121907-001-00-KM-09, Financial Management Concepts, Level 5, 6 Credits.

Total number of credits for Knowledge Modules: 48

Practical Skill Modules:

- 121907-001-00-PM-01, Maintain Productive and Effective Work Teams, Level 4, 4 Credits.
- 121907-001-00-PM-02, Develop, Review and Report on Operational Plans and Targets, Level 5, 8 Credits.
- 121907-001-00-PM-03, Manage Service Level Agreements, Level 5, 4 Credits.
- 121907-001-00-PM-04, Manage, Implement and Review a Client Relationship Management Strategy, Level 5, 6 Credits.
- 121907-001-00-PM-05, Supervise Internal Personnel, Level 4, 6 Credits.
- 121907-001-00-PM-06, Manage Workforce Discipline and Relationships, Level 5, 6 Credits.
- 121907-001-00-PM-07, Manage Personnel Performance and Capacity, Level 4, 6 Credits.
- 121907-001-00-PM-08, Administer Human Resources Processes, Level 4, 6 Credits.
- 121907-001-00-PM-09, Monitor Compliance with the Recruitment Process, Level 6, 10 Credits.
- 121907-001-00-PM-10, Attend to Financial Control Practices, Level 6, 12 Credits.
- 121907-001-00-PM-11, Set and Monitor the Achievement of Operational Recruitment Targets, Level 6, 8 Credits.
- 121907-001-00-PM-12, Establish, Grow and Maintain Recruitment Agency Services, Level, 8 Credits.

Total number of credits for Practical Skill Modules: 84

This qualification also requires the following Work Experience Modules:

- 121907-001-00-WM-01, Operational Planning, Review and Management Processes in a Private Employment Agency Environment, Level 6, 10 Credits.
- 121907-001-00-WM-02, Lead, Manage and Develop Staff to Ensure Productive Business Operations in a Private Employment Agency Environment, Level 4, 12 Credits.
- 121907-001-00-WM-03, Manage Legal Compliance in a Private Employment Agency Environment, Level 5, 8 Credits.
- 121907-001-00-WM-04, Manage Budgets and Control Expenditure in a Private Employment Agency, Level 5, 8 Credits.

- 121907-001-00-WM-05, Deliver Effective and Efficient Recruitment Services in a Private Employment agency, Level 5, 16 Credits.

Total number of credits for Work Experience Modules: 54

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Marketing Coordinator

NQF Level: 5	SAQA ID: 101706	QCTO: 01-QCTO/SDP220624095824
Qualification Duration:	12 – 18 Months	Credits: 175
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is designed for learners who wish to operate as a marketing coordinator.	

Recommended entry requirements

Learners should be competent in the following:

- NQF Level 4 qualification

Purpose

The purpose of this qualification is to prepare a learner to function as a Marketing Coordinator.

A Marketing Coordinator provides a support role to marketing team members and managers by undertaking administrative tasks and coordinating key deliverables to ensure that a company meets its strategic marketing objectives.

Rationale:

The Marketing Coordinator is an entry level occupation for learners seeking a career in the marketing environment. This qualification will provide learners with competencies to confidently support the marketing activities in both small and large organisations that must maintain a competitive edge against their competitors. The present pandemic highlighted the vulnerability of companies to competitive disruption, and the importance of continuing to invest in maintaining their market share.

Inputs for this qualification were provided professionals, assessors, and moderators who are currently functioning in this environment. This qualification will give qualifying learners access to professional registration with Marketing Association of South Africa (MASA), as the development of this qualification took place in collaboration with them.

The qualification has as its outcome to ensure that organisations meet their strategic business and marketing objectives. This inevitably leads to economic growth throughout the value chain and provides for economic expansion, possibly beyond South Africa's borders. In addition, employment opportunities could be created allowing for improved infrastructure and the expansion of the local knowledge and skills base.

The qualification was developed with the focus on school leavers but will also contribute to the skilling of employees currently serving in the broader marketing industry. Not only could they follow a career in marketing and sales, but they could also become businesspersons. Further development as marketers through institutions of higher education is an option to eventually become Marketing Executive.

Exit level outcomes

On completion the learners will be able to:

- Demonstrate an understanding of business marketing skills.

- Demonstrate an understanding of marketing tools.
- Perform the administrative tasks related to the processing of the marketing financials and compare reports of results against targets.
- Provide supporting deliverables required for the implementation of a communication strategy.
- Support the processes required to coordinate the key deliverables of products and services to target markets.
- Coordinate initiatives that activate lead generation and responses from customers and prospects with the support of internal operations and external suppliers.

This qualification is made up of the following modules:

Knowledge Modules:

- 333908-001-00-KM-01 Marketing Business skills, Level 5, 5 Credits.
- 333908-001-00-KM-02 Ready for Work Standards, Level 5, 4 Credits.
- 333908-001-00-KM-03 Campaign /Project Management , Level 5, 4 Credits.
- 333908-001-00-KM-04 Marketing Business Tools, Level 5, 8 Credits.
- 333908-001-00-KM-05 Business Calculations, Level 5, 4 Credits.
- 333908-001-00-KM-06 Customer Relationship Management, Level 5, 3 Credits.
- 333908-001-00-KM-07 Business Environment, Level 5, 4 Credits.
- 333908-001-00-KM-08 Digital Tools, Level 5, 4 Credits.

Total number of credits for Knowledge Modules: 36

Practical Skill Modules:

- 36333908-001-00-PM-01 Coordinate Key Deliverables of Products and Services to a Target Market(s), Level 5, 7 Credits.
- 333908-001-00-PM-02 Support the Deliverables Across the Full Spectrum of the Communication Mix, Level 5, 8 Credits.
- 333908-001-00-PM-03 Coordinate Marketing and Sales Activities, Level 5, 8 Credits.
- 333908-001-00-PM-04 Coordinate Customer Relationship Management (CRM) activities, Level 5, 7 Credits.
- 333908-001-00-PM-05 Undertake Administrative Tasks Related to Marketing Metrics and Processing of Payments a 5, Level 6, 6 Credits.

Total number of credits for Practical Skill Modules: 36

This qualification also requires the following Work Experience Modules:

- 333908-001-00-WM-01 Processes and Procedures for Coordinating Key Deliverables of Products and Services to a Target Market(s), Level 5, 24 Credits.
- 333908-001-00-WM-02 Processes and Procedures for Supporting the Deliverables Across the Full Spectrum of the Communication Mix, Level 5, 20 Credits.
- 333908-001-00-WM-03 Processes and Procedures for Coordinating Marketing and Sales Activities, Level 5, 27 Credits.
- 333908-001-00-WM-04 Processes and Procedures for Coordinating Customer Relationship Management Activities, Level 5, 17 Credits.
- 333908-001-00-WM-05 Processes and Procedures within the Scope of Administrative Tasks Related to Marketing Metrics and Processing of Payments, Level 5, 15 Credits.

Total number of credits for Work Experience Modules: 103

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external summative assessment will be a written assessment and the evaluation of practical tasks at decentralised approved assessment sites by a panel of assessors evaluated by assessor(s) registered with the AQP within a period of one (1) day.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Store Person

NQF Level: 2	SAQA ID: 99703	QCTO: 01-QCTO/SDP020424111128
Qualification Duration:	25 Days	Credits: 41
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	This qualification is aimed for store personnel that work in retail stores as Pickers or Pullers, general assistants or it can be for Store Persons working in stock storage areas or in the distribution centres or warehouses.	

Recommended entry requirements

Learners should be competent in the following:

- At NQF Level 1 with Mathematics and Communication.

Purpose

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

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

A qualified learner will be able to:

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

Rationale:

This qualification is aimed for store personnel that work in retail stores as Pickers or Pullers, general assistants or it can be for Store Persons working in stock storage areas or in the distribution centres or warehouses.

This qualification will not only have an impact on the learners but will also have an impact on society and the economy because wholesale and retail businesses will be able to function more effectively with trained staff members who have the knowledge, skills, and work experience to handle stock carefully.

Stock in a wholesale or retail business represents cash tied up in the business and employees are required to have the necessary skills to be able to minimise losses when packing, moving, picking, counting, and maintaining stock.

This will in effect contribute positively to the profitability of these businesses.

Exit level outcomes

On completion the learners will be able to:

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

This qualification is made up of the following modules:

Knowledge Modules:

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

Total number of credits for Knowledge Modules: 9.

Practical Skill Modules:

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

Total number of credits for Practical Skill Modules: 13.

This qualification also requires the following Work Experience Modules:

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

Total number of credits for Work Experience Modules: 19.

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

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

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Retail Chain Store Manager

NQF Level: 5	SAQA ID: 103150	QCTO: 01-QCTO/SDP020424111128
Qualification Duration:	10 – 12 Months	Credits: 106
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Learners with a National Qualifications Authority (NQF) Level 4 qualification or persons who have been working in the supply chain wanting to formalise their skills and knowledge as an entry into a career path leading to international recognition. Typical learners would include unemployed persons with grade 12 attending Universities or Technical and Vocational Education and Training colleges, employed learners moving from a supervisory position into store management.	

Recommended entry requirements

Learners should be competent in the following:

- National Senior Certificate (NSC) / National Vocational (Certificate) (NC (V)) at Level 4.

Purpose

The purpose of this qualification is to equip a learner with the knowledge, skills, and competencies to perform duties as a Retail Chain Store Manager.

A Retail Chain Store Manager manages the functions of a branch of a retail chain organisation.

The industry feels that the qualification will serve to equip qualifying learners with the fundamental skills and attitude necessary to:

- Manage retail chain store operational processes.
- Maintain retail chain store stakeholder relations.
- Implement plans to improve sales in a retail chain store.
- Manage risk and maintain assets in a retail chain store.

A qualified learner will be able to:

- Lead teams to achieve retail chain store operational objectives.
- Manage service standards of a retail chain store.
- Manage stock control in a retail chain store.
- Improve the financial performance of a retail chain store.

Rationale:

Feedback from the Wholesale and Retail sector have identified the positions of Retail Chain Store Manager to be a scarce skill. It is also identified as a national scarce skill.

Exit level outcomes

On completion the learners will be able to:

- Maintain or improve customer service standards in a retail chain store.
- Manage stock levels.
- Manage retail chain store operations.
- Minimise shrinkage and losses in a retail chain store.
- Plan to improve the bottom-line contribution of a retail chain store.

This qualification is made up of the following modules:

Knowledge Modules:

- 142103001-KM-01, Concept and principles of retail operations management - NQF Level 5 - Credits 4
- 142103001-KM-02, Concept and principles of communication in retail - NQF Level 4 - Credits 4
- 142103001-KM-03, Concepts and principles of leading teams in a retail chain store environment - NQF Level 5 - Credits 7
- 142103001-KM-04, Concept and principles of managing service standards of a retail chain store - NQF Level 5 - Credits 2
- 142103001-KM-05, Concepts and principles of stock control in a retail chain store - NQF Level 5 - Credits 3
- 142103001-KM-06, Concept and principles of implementing promotional activities in a retail chain store - NQF Level 5 - Credits 3
- 142103001-KM-07, Concept and principles of improving the financial performance of a retail chain store - NQF Level 5 - Credits 3

Total number of credits for Knowledge Modules: 26

Practical Skill Modules:

- 142103001-PM-01 Manage retail chain store employee performance, Level 5, 3 Credits.
- 142103001-PM-02 Manage retail chain store operational processes, Level 5, 2 Credits.
- 142103001-PM-03 Manage retail chain store service standards, Level 5, 2 Credits.
- 142103001-PM-04 Maintain effective retail chain store stakeholder relations, Level 5, 2 Credits.
- 142103001-PM-05 Manage stock control in a retail chain store, Level 5, 3 Credits.
- 142103001-PM-06 Propose improvements to a retail chain store's range and layout, Level 5, 2 Credits.
- 142103001-PM-07 Implement plans to improve sales in a retail chain store, Level, 2 Credits.
- 142103001-PM-08 Implement plans to improve a retail chain store's financial performance Level 5, 2 Credits.
- 142103001-PM-09 Manage risk and maintain assets in a retail chain store, Level 5, 3 Credits.

Total number of Credits for Practical Skill Modules: 21.

This qualification also requires the following Work Experience Modules:

- 142103001-WM-01 Processes and procedures for planning and implementing retail chain store operations Level 5, 9 Credits.
- 142103001-WM-02 Processes and procedures for leading teams in a retail chain store environment Level 4, 8 Credits.
- 142103001-WM-03 Processes and procedures for managing retail chain store service standards Level 5, 8 Credits.
- 142103001-WM-04 Processes and procedures for maintaining effective retail chain store stakeholder relations Level 5, 4 Credits.
- 142103001-WM-05 Processes and procedures for managing stock levels and influencing store range and layout, Level 5, 8 Credits.
- 142103001-WM-06 Processes and procedures for improving the retail chain store's bottom line, Level 5, 8 Credits.

- 142103001-WM-07 Processes and procedures for managing sales and promotional activities, Level 5, 6 Credits.
- 142103001-WM-08 Processes and procedures for managing risk and maintaining assets in a retail chain store, Level 5, 8 Credits.

Total number of Credits for Work Experience Modules: 59.

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres. The written assessment will be conducted over a period of one day at a QCTO accredited assessment.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.

Occupational Certificate: Supply Chain Practitioner

NQF Level: 5	SAQA ID: 110942	QCTO: 01-QCTO/SDP190324094901
Qualification Duration:	18 Months	Credits: 180
Contact Days:	Customise to client-specific needs and learner experience/level	
Target Market	Learners with a National Qualifications Authority (NQF) Level 4 qualification or persons who have been working in the supply chain wanting to formalise their skills and knowledge as an entry into a career path leading to international recognition.	

Recommended entry requirements

Learners should be competent in the following:

- NQF level 4 qualification with mathematical literacy

Purpose

The purpose of this qualification is to provide the required knowledge, practical skills, and workplace-based learning experience to prepare a learner to operate as a Supply Chain Practitioner. A Supply Chain Practitioner develops operational schedules and action plans to coordinate service delivery in the supply chain in accordance with customer/end user requirements and performance objectives and manages relationships with customer/end user and suppliers.

Rationale:

Supply chain management covers several disciplines and occupations in the fields of procurement, logistics and sales. For any organisation or company to have an efficient and cost-effective supply chain require strategic and tactical planning and coordination across the fields of procurement, logistics and sales.

The importance of a progression path in support of continuous professional development within the supply chain, aligned to requirements of international professional bodies in this sector, becomes increasingly important in a global environment.

This qualification reflects the needs of the international professional bodies and focus on the development and coordinated implementation of operational schedules within an integrated supply chain system.

Qualified Supply Chain Practitioners are critical to the on-going performance and improvement of South African supply chain systems in both the public and private sectors.

On completion of the qualification job opportunities would be available in both the public and private sector locally and internationally and provide opportunities for career pathways and life-long learning.

Employers both in the public and private sector will benefit from appointing qualified workers in terms of increased productivity and ability to be competitive in the local and international market.

Exit level outcomes

On completion the learners will be able to:

- Develop and coordinate operational schedules for supply chain operational plans.

- Monitor execution of supply chain operational schedules.

This qualification is made up of the following modules:

Knowledge Modules:

- 333905-000-01-00-KM-01, Introduction to Supply Chain Management, Level 5, 10 Credits.
- 333905-000-01-00-KM-02, Demand Execution Management Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-03, Transport and Distribution Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-04, Inventory Management, Level 5, 10 Credits.
- 333905-000-01-00-KM-05, Warehousing and Facilities Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-06, Production Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-07, Procurement Operations, Level 5, 10 Credits.
- 333905-000-01-00-KM-08, Returns Management, Level 5, 7 Credits.
- 333905-000-01-00-KM-09, Performance and Contract Management and Improvement of Operations, Level 5, 7 Credits.

Total number of credits for Knowledge Modules: 84

Practical Skill Modules:

- 333905-000-01-00-PM-01, Translate Operational Plans and Performance Objectives into Operational Schedules for the Supply Chain, Level 5, 13 Credits.
- 333905-000-01-00-PM-02, Coordinate and Implement Supply Chain Operational Schedules, Level 5, 13 Credits.
- 333905-000-01-00-PM-03, Manage Contract Implementation and Service Level Agreements, Level 5, 10 Credits.
- 333905-000-01-00-PM-04, Monitor Implementation of Demand Execution and Customer Relationship Activities, Level 5, 8 Credits.
- 333905-000-01-00-PM-05, Monitor Execution of Operational Activities for Transportation, Warehousing and Production, Level 5, 11 Credits.
- 333905-000-01-00-PM-06, Monitor Operational Procurement Related Activities, Level 5, 5 Credits.

Total number of credits for Practical Skill Modules: 60.

This qualification also requires the following Work Experience Modules:

- 333905-000-01-00-WM-01, Operational Scheduling and Coordination Processes, Level 5, 22 Credits.
- 333905-000-01-00-WM-02, Processes for Monitoring and Evaluating Operational Plans, Level 5, 14 Credits.

Total number of credits for Work Experience Modules: 36.

Internal assessment:

Portfolio of evidence will be submitted within two months after the training of each module. Assessment is conducted by a SME throughout the programme implementation, including formative and summative assessment. The workplace modules are included in the SME deliverables. Results are recorded and mock examinations forms part of the assessment activities, to ensure the successful application for each learner to write their EISA at an accredited assessment centre. Once the learner is deemed competent and ready for the EISA, Afri issue statement of results and apply to the QP for a credible assessment centre on behalf of the learner.

External Integrated Summative Assessment (EISA):

The external integrated summative assessment (EISA) conducted through the relevant QCTO Assessment Quality partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment will be conducted through a theoretical assessment by an assessor registered by the AQP at approved assessment centres.

Certification:

The QCTO will issue the certificate to successful candidates after completion of the EISA.