



NQF 3 NATIONAL CERTIFICATE: STORES AND WAREHOUSING

SAQA registered qualification ID: 83986

OVERVIEW

As a qualification that covers management, it provides a framework for learners to develop competencies that will enable them to become competent junior managers. It provides an opportunity for learners to learn and apply academic skills in relation to management. The focus provided by FMCG Training Solutions in this qualification is on the specialisation of Stores and Warehousing Management.

Qualifying learners will be capable of:

- Maintaining records.
- Explaining the structure of an organisation.
- Conducting a formal meeting.
- Motivating a team.
- Describe, explain and discuss the use and role of stores and warehousing, materials handling and stock taking in operations.

MODULE CONTENT:

FUNDAMENTALS:

NUMERACY:

FOUNDATIONAL PRINCIPLES:

- Convert numbers between the decimal number system and the binary number system.
- Work with numbers in different ways to express size and magnitude.
- Demonstrate the effect of error in calculations.
- Measure, estimate and calculate physical quantities in practical situations.
- Explore, describe and represent, interpret and justify geometrical relationships and conjectures.
- Financial calculations:
 - Use mathematics to plan and control personal, regional and/or national budgets and income and expenditure.
 - Use simple and compound interest to make sense of and define a variety of situations.
 - Use mathematics to debate aspects of the national economy.

STATISTICAL ANALYSIS:

- Pose questions, collect and organise data.
- Represent, analyse and interpret data using various techniques.
- Use random events to explore and apply probability concepts in simple life.

COMMUNICATION:

FOUNDATIONAL PRINCIPLES:

- Use a range of reading and/ or viewing strategies to understand the literal meaning of specific texts.
- Use strategies for extracting implicit messages in texts.
- Respond to selected texts in a manner appropriate to the context.
- Explore and explain how language structures and features may influence a reader/ viewer.

WRITTEN COMMUNICATION:

- Write / sign for a specific audience and purpose.
- Use language structures and features to produce coherent and cohesive texts for a wide range of contexts.
- Draft own writing/ signing and edit to improve clarity and correctness.

SPOKEN COMMUNICATION:

- Interact successfully in oral/ signed communication.
- Use strategies that capture and retain the interest of an audience.
- Identify and respond to manipulative use of language.

OCCUPATIONAL / BUSINESS COMMUNICATION:

- Access and use available learning resources.
- Use learning strategies.
- Manage occupational learning materials.
- Conduct basic research and analyse and present findings.
- Function in a team.
- Reflect on how characteristics of the workplace and occupational context affect learning.

CORE AND ELECTIVES:

TEAM WORK:

- Understanding him/herself as worker in a specific position.
- Identifying own role in an organisation.
- Understanding the dynamics within a specific group.
- Using a variety of strategies to deal with potential conflict in a team or group.
- Developing a plan of action to enhance team performance
- Preparing to receive a new member on a team and introducing new team members
- Explaining how performance is monitored.
- Explaining opportunities available in an organisation for lifelong learning.
- Explaining why it is important to motivate a team and how levels of motivation can be assessed.
- Applying theories of motivation.
- Describing techniques that leaders can use to motivate a team.
- Providing feedback to a team.
- Recognising achievement.
- Indicating how a team leader can empower members of a team.

MANAGING A TEAM:

- Preparing for a meeting, conducting a meeting, dealing with conflict in a meeting, and following up on a meeting
- Explaining why organisations record and keep information.
- Naming and describing the type of records that a junior manager or team leader is required to keep.
- Recording team achievements against agreed targets.
- Keeping records of resources.
- Recording aspects of individual performance.
- Explaining the role of team leader.
- Explaining the intended purpose of a specific team.
- Contracting with a team or group to obtain buy in.
- Monitoring the achievement of group goals or objectives.
- Creating, maintaining and using a personal and team task list.
- Using and maintaining a diary.
- Prioritising tasks.
- Planning and following a work schedule.
- Describing the management activities involved in running a successful business.
- Explaining the basic activities involved in the management process.
- Identifying and explaining the main tasks required of managers.
- Applying the decision-making process to make a management decision.
- Analysing the application of the general management functions in a selected organisation.

BUSINESS ENVIRONMENT:

- Understanding the effects of HIV/AIDS on the immune system and knowing how HIV/AIDS is transmitted.
- Knowing what behaviour is safe and what behaviour carries the risk of HIV/AIDS transmission.
- Knowing what guidelines and assistance are available to support workers with HIV/AIDS
And recognizing the role of creating a caring work environment.
- Understanding the implications of the HIV/AIDS pandemic for society, the economy, a business sub-sector, an organisation and a specific workplace.
- Explaining the concept of business environments.
- Interpreting events in the physical, socio-political and economic, technological and institutional environments that impact on a business sector.
- Comparing information about the same event from two sources.
- Accessing information from a variety of media.
- Explaining the core business of a selected organisation.
- Explaining the support functions in a selected organisation or workplace.
- Explaining the contribution of a team to be effective for an organisation.
- Investigating types of work done within an organisation.

STORES AND WAREHOUSES:

- Differentiate between the functions of the store and the warehouse in a manufacturing environment.
- Explain the importance of stock control in order to improve supply chain operations.
- Discuss the principles of operations of a Warehouse Management System (WMS).
- Discuss space requirements in order to identify appropriate layout of a warehouse.
- Explain productivity in a warehouse.
- Discuss the reasons why stocktaking is performed, discuss periodic stocktaking and discuss perpetual stock taking.
- Explain the control group approach to stocktaking.
- Discuss stock reconciliation.
- Explain the functions related to materials handling.
- Classify, code and identify incoming stock.
- Explain the use of materials handling equipment.
- Explain the order cycle.
- Apply risk management principles in the warehouse.
- Understand the procedures regarding outbound distribution of materials.

UNIT STANDARDS:

		ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS	DURATION
FUNDAMENTALS	Numeracy	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5	10 DAYS
		9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	3	2	
		9012	Investigate life and work-related problems using data and probabilities	3	5	
		9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4	
	Communication	119457	Interpret and use information from texts	3	5	
		119472	Accommodate audience and context needs in oral/signed communication	3	5	
		119467	Use language and communication in occupational learning programmes	3	5	
		119465	Write/present/sign texts for a range of communicative contexts	3	5	
TEAMWORK	Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	3	6	7 DAYS
	Core	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5	
	Core	13911	Induct a new member into a team	3	3	
	Core	13947	Motivate a team	4	6	
MANAGING A TEAM	Core	14667	Describe and apply the management functions of an organisation	4	10	7 DAYS
	Core	13918	Manage time and the work process in a business environment	3	4	
	Core	13916	Identify and keep the records that a team manager is responsible for keeping	3	4	
	Core	13914	Conduct a formal meeting	3	3	
BUSINESS ENVIRONMENT	Core	14665	Interpret current affairs related to a specific business sector	3	10	6 DAYS
	Core	13919	Investigate and explain the structure of a selected workplace or organisation	3	10	
	Core	13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effect on a business sub-sector, own organisation and a specific workplace	3	4	
STORES WAREHOUSE	Elect	377384	Describe the use of stores and warehousing in operations	3	10	5 DAYS
	Elect	377385	Explain the role of materials handling in the warehouse	3	10	
	Elect	377362	Discuss the role of stocktaking in ensuring inventory accuracy	3	5	
					126 CREDITS	35 DAYS