



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

The accredited Skills Programme: Shelf Filler (General), NQF level 2, is an entry level occupational programme for new entrants to the wholesale and retail sector.

It covers knowledge and practical skills in different W&R marketing segments, customer profiles, target markets and the buying habits of the industry, the different functional areas of a business in terms of stock and cash flow and applicable legislation.

Delegates will also cover subject areas such as completing basic income statements, identifying and explaining the types of expenses in a W&R outlet and shrinkage and loss. Maintaining a safe and secure work environment, avoiding accidents, the Occupational Health and Safety Act and emergency procedures form an integral part of this skills programme.

The programme can be used to articulate into the NC: Wholesale and Retail Operations.

## Target Audience

The skills programme is aimed primarily at individuals entering the wholesale and retail sector as shelf fillers and packers.

## Entry Requirements

- Competence in Mathematical Literacy at NQF Level 1.
- Competence in Communication at NQF level 1.

## Additional Requirements

- You will need access to appropriate workplace activities to complete the practical components of the skills programme.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

## Wholesale & Retail

# Shelf Filler (General)

SERVICES SETA Statement of Results

SP ID: 27/SP-833401/She2/00237

NQF Level: 2

Credits: 25

## Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Shelf Filler (General), you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the skills programme, you will be able to:

- Segment the wholesale and retail sector.
- Identify a store's target market.
- Explain the flow of stock and sales in a W&R operation.
- Understand the W&R business environment.
- Understand shrinkage and loss.
- Understand basic income statements and identify expenses.
- Identify ways to reduce shrinkage.
- Maintain a safe and secure work environment and understand procedures related to it.
- Roles, responsibilities and procedures for emergency situations.





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## Course Content

**SP: Shelf Filler (General)**

**Accreditation Body: W&RSETA**

**| SETA Skills Programme ID: 27/SP-833401/She2/00237**

**| NQF Level: 2 | Credits: 23**

### **Unit Standard 114895: Define the Core Concepts of the Wholesale and Retail Environment**

- Segment the wholesale and retail sector
- Identify a store's target market
- Explain the flow of stock and sales through a wholesale and retail operation
- Demonstrate an understanding of the wholesale and retail business environment
- Demonstrate an understanding of the concept of shrinkage and losses within the environment

### **Unit Standard 117887: Complete Basic Business Calculations**

- Complete a basic income statement
- Identify expenses requiring improvement
- Identify ways to reduce shrinkage

### **Unit Standard 114912: Maintain a Safe and Secure Wholesale and Retail Environment**

- Maintain a safe and secure work environment
- Understand the roles and responsibilities in the event of an emergency situation in the wholesale and retail environment
- Demonstrate an understanding of safety procedures within a wholesale and retail store

## Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangoba



Siyaya  
SKILLS INSTITUTE



MBAT  
DEVELOP - EMPOWER - GROW

