

Occupational Certificate: Dispatching and Receiving Clerk

This qualification does not replace any other qualification and is not replaced by any other qualification

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose: The purpose of this qualification is to prepare learners to operate as Dispatching and Receiving Clerks. A Dispatching and Receiving Clerk records goods received into a business and the dispatch of goods from a business while minimizing losses to the establishment and maintaining stock records.

A qualifying learner will be able to:

- Receive deliveries of stock into the business.
- Dispatch stock from the business.

The qualification has two clear focus areas which may be offered as part qualifications: "Dispatch Clerk" and "Receiving Clerk." The constituent modules for each are detailed in the qualification notes.

Rationale: In the wholesale and retail industry, the financial value of a business is usually made up of two aspects: cash and the actual value of the stock held by the business. One of the major problems faced by wholesale and retail businesses is shrinkage (losses), which to a large extent takes place in the receiving and dispatch department. Most dispatch clerks working in these departments are not adequately trained for the task. According to sector skills plans, this would be an ideal place to recruit learners for this occupation. The career opportunities within the wholesale and retail environment include a number of other occupations, e.g., store person, supervisor, and visual merchandiser (also known as window dressers or display assistants).

South African retail businesses are continually trying to implement measures to reduce shrinkage, and this qualification will go a long way in achieving this aim in the area where a large proportion of store shrinkage takes place. Skilled receiving and dispatch clerks in the wholesale and retail industry will contribute to the development of necessary skills required by the industry in accordance with the sector skills plans.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL):

- RPL for access to the external integrated summative assessment: Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of results or certifying a work experience record.
- RPL for access to the qualification: Accredited providers and approved workplaces may recognize prior learning against the relevant access requirements.

Entry Requirements: The entry requirement for this qualification is:

- An NQF Level 2 qualification.

RECOGNISE PREVIOUS LEARNING?

- Yes

QUALIFICATION RULES

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

(* starred modules may be selected to support the appropriate part qualification).

Knowledge Modules:

- **432102000-KM-01**, The receiving and dispatch environment, Level 2, 4 Credits.
- **432102000-KM-02**, Concepts of shrinkage and losses, Level 3, 2 Credits.
- ***432102000-KM-03**, Principles of receiving and checking deliveries, Level 3, 4 Credits.
- ***432102000-KM-04**, Principles of dispatching stock, Level 3, 2 Credits.
- **Total number of credits for Knowledge Modules: 12.**

Practical Skill Modules:

- ***432102000-PM-01**, Receive stock, Level 3, 2 Credits.
- ***432102000-PM-02**, Prepare items for dispatch, Level 3, 2 Credits.
- **432102000-PM-03**, Prevent shrinkage and losses, Level 3, 3 Credits.
- **Total number of credits for Practical Skill Modules: 7.**

Work Experience Modules:

- *432102000-WM-01, Processes and procedures for receiving stock, Level 3, 8 Credits.
- *432102000-WM-02, Processes and procedures for dispatching stock, Level 3, 7 Credits.
- **Total number of credits for Work Experience Modules: 15.**

EXIT LEVEL OUTCOMES

1. Receive stock and record the receipt in a manner that minimizes losses and maintains accurate stock records.
2. Dispatch stock and record the dispatch in a manner that minimizes losses and maintains accurate stock records.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- The delivery note, stock being delivered, and the order are compared and verified.
- All variances or discrepancies are correctly identified and recorded as per the variances given in the documentation.
- The best method of moving the stock is identified based on the characteristics of the given stock.
- Good and bad shrinkage control is identified with practical recommendations to improve areas of bad shrinkage control.

Associated Assessment Criteria for Exit Level Outcome 2:

- A dispatch advice is completed listing all the required details of the stock to be dispatched along with details of the receiver.
- Appropriate packaging material is recommended based on the characteristics of the stock being dispatched.
- Good and bad shrinkage control are identified and practical recommendations to improve areas of bad shrinkage control are made.

Integrated Formative Assessment: The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This Formative Assessment leads to entrance into the integrated external Summative Assessment.

Integrated Summative Assessment: 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 will consist of a set of written responses (paper or online) which will test the learner's ability to communicate, solve problems, and make decisions in relation to a set of typical situations and circumstances encountered when receiving stock into a store and dispatching stock from a store. The assessment will be conducted over a period of one day at a QCTO accredited assessment center.

INTERNATIONAL COMPARABILITY

There are very few qualifications found to compare with the receiving and dispatch clerk qualification. The search was therefore also extended to job criteria. The following countries were identified:

New Zealand (NZ):

- Despatching and Receiving Clerk - ANZSCO 591211.
- NZ Register Level 2 or Level 3 qualification (ANZSCO Skill Level 4).

Description:

- Verifies and maintains records of incoming and outgoing goods in a warehouse or distribution center and prepares goods for despatch.

Skill Level 4:

Tasks:

- Identifying items and containers of incoming and outgoing shipments and verifying them against consignment records.
- Ensuring outgoing shipments are in good condition and meet specifications.
- Arranging internal distribution of goods received.
- Organizing the despatch of goods with completed documentation.
- Maintaining prescribed records of goods received and despatched.
- Examining shipping documents and verifying cargo to be released.
- Recording customs clearance requirements and authorizing collection of cargo.
- Calculating storage and clearance charges and billing customers.
- Receiving details of outgoing cargo, and arranging bookings of freight space and collection of goods from customers.
- Providing information to customers on custom tariffs, tariff classifications and concessions, and methods of clearing goods.

Skill Level:

- Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

Australia:

- The Australian Government Training Institute.
- SIRXINV001A - Perform stock control procedures (Release 2):

Application of the Unit:

- This unit applies to team members who handle and move stock, to ensure efficient stock control within the retail environment. Team members are required to receive and process incoming goods, dispatch outgoing goods, rotate stock and maintain stock levels, assist with stocktaking, and report problems or discrepancies in stock to relevant personnel according to store policy and relevant legislation, whilst using safe working practices.

This skills unit contains the following learning outcomes:

- Receive and process incoming goods.
- Rotate stock.
- Maintain stock control.
- Implement store labeling policy.
- Implement product quality standards.
- Ensure the correct unpacking of goods.
- Report out-of-date, missing or damaged stock.
- Maintain delivery documentation.
- Maintain stock record documentation.
- Maintain dispatch documentation.
- Report faults and problems.
- Understand relevant **legislation and statutory requirements in regard to stock control.**

Conclusion:

- It can be concluded from the comparability study that the cited qualifications aim to prepare qualified learners to meet the job requirements in the wholesale and retail industry. The Occupational Certificate: Dispatching and Receiving Clerk seeking to achieve the same learning outcomes therefore compares favorably with the international offerings.

ARTICULATION OPTIONS

Horizontal Articulation:

- **Occupational Certificate:** Visual Merchandiser, NQF Level 3 under development.

Vertical Articulation:

- **Occupational Certificate:** Retail Supervisor, NQF Level 4 under development.

MODERATION OPTIONS

- N/A

CRITERIA FOR THE REGISTRATION OF ASSESSORS

- N/A

NOTES

Qualifying for External Assessment:

- In order to qualify for an external assessment, learners must provide proof of completion of all required modules by means of statements of results and work experience logbook, including foundational learning competence or equivalent.

Additional legal or physical entry requirements:

- None.

Criteria for the accreditation of providers:

- Accreditation of providers will be done against the criteria as reflected in the relevant curriculum on the Quality Council for Trades and Occupations (QCTO) website. The curriculum title and code is: 432102000: Dispatching and Receiving Clerk.

This qualification encompasses the following trades as recorded on the NLRD:

- None.

Part Qualifications:

Part Qualification 1:

- **Title:**
 - ❖ Receiving Clerk, Level 3, 23 Credits.

Applicable Modules (Rules of Combination): Knowledge Modules:

- **432102000-KM-01**, The receiving and dispatch environment, Level 2, 4 Credits.
- **432102000-KM-02**, Concepts of shrinkage and losses, Level 3, 2 Credits.
- **432102000-KM-03**, Principles of receiving and checking deliveries, Level 3, 4 Credits.
- **Total number of credits for Knowledge Modules: 10.**

Practical Skill Modules:

- **432102000-PM-01**, Receive stock, Level 3, 2 Credits.
- **432102000-PM-03**, Prevent shrinkage and losses, Level 3, 3 Credits.
- **Total number of credits for Practical Skill Modules: 5.**

This qualification also requires the following Work Experience Modules:

- **432102000-WM-01**, Processes and procedures for receiving stock, Level 3, 8 Credits.
- **Total number of credits for Work Experience Modules: 8.**

Assessment Qualification Standards:

- Receive stock and record the receipt in a manner that minimizes losses and maintains accurate stock records (50%).

Part Qualification 2:

- **Title:**
 - ❖ Dispatch Clerk, Level 3, 20 Credits.

Applicable Modules (Rules of Combination): Knowledge Modules:

- **432102000-KM-01**, The receiving and dispatch environment, Level 2, 4 Credits.
- **432102000-KM-02**, Concepts of shrinkage and losses, Level 3, 2 Credits.
- **432102000-KM-04**, Principles of dispatching stock, Level 3, 2 Credits.
- **Total number of credits for Knowledge Modules: 8.**

Practical Skill Modules:

- **432102000-PM-02**, Prepare items for dispatch, Level 3, 2 Credits.
- **432102000-PM-03**, Prevent shrinkage and losses, Level 3, 3 Credits.
- **Total number of credits for Practical Skill Modules: 5.**

This qualification also requires the following Work Experience Modules:

- **432102000-WM-02**, Processes and procedures for dispatching stock, Level 3, 7 Credits.

- **Total number of credits for Work Experience Modules: 7.**

Assessment Qualification Standards:

- Dispatch stock and record the dispatch in a manner that minimizes losses and maintains accurate stock records (50%).

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

- None.