	Curriculum Document	
Curriculum Code	**Curriculum Title**	**Logo**
611304002	**Garden Centre Supervisor**	

	Name	Email	Phone	Logo
Development Quality Partner	**AgriSETA**	**onicca@agriseta.co.za**	**0123015645**	

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Learner QDF Signature **Date**

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QDF Signature **Date**

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DQP Representative Signature **Date**

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3. 611304002-KM-03, Plant Care, Plant Identification and Product Knowledge in the Garden Centre Environment, NQF Level 3, Credits 6 15

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3. 611304002-PM-03, Facilitate communication between workers and management and delegate tasks on a daily and weekly basis to achieve weekly objectives, increase productivity by promoting work ethics, NQF Level 3, Credits 6 33

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SECTION 1: CURRICULUM SUMMARY

1. Occupational Information

1.1 Associated Occupation

611304: Nursery Person

1.2 Occupation or Specialisation Addressed by this Curriculum

611304002: Garden Centre Supervisor

1.3 Alternative Titles used by Industry

- Nursery man

2. Curriculum Information

2.1 Curriculum Structure

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

Knowledge Modules:

- 611304002-KM-01, Garden Centre Customer Care, Advice and Sales, NQF Level 3, Credits 6
- 611304002-KM-02, Garden Centre Aesthetics, Displays and Merchandising, NQF Level 3, Credits 8
- 611304002-KM-03, Plant Care, Plant Identification and Product Knowledge in the Garden Centre Environment, NQF Level 3, Credits 6
- 611304002-KM-04, Supervision for the Garden Centre Supervisor, NQF Level 3, Credits 8

Total number of credits for Knowledge Modules: 28

Practical Skill Modules:

- 611304002-PM-01, Ordering, receiving, labeling, merchandising, maintaining and controlling quality of hard and green goods, NQF Level 3, Credits 6
- 611304002-PM-02, Dealing with customer care and resolving issues, NQF Level 3, Credits 6
- 611304002-PM-03, Facilitate communication between workers and management and delegate tasks on a daily and weekly basis to achieve weekly objectives, increase productivity by promoting work ethics, NQF Level 3, Credits 6
- 611304002-PM-04, Maintain and develop displays, merchandising, general appearance and promoting garden centre standards, NQF Level 3, Credits 6

Total number of credits for Practical Skill Modules: 24

This qualification also requires the following Work Experience Modules:

- 611304002-WM-01, Green and hard stock maintenance processes, NQF Level 3, Credits 17
- 611304002-WM-02, Customer care processes, NQF Level 3, Credits 16

- 611304002-WM-03, Garden centre work team productivity, NQF Level 3, Credits 10
- 611304002-WM-04, Garden centre layout and aesthetics, NQF Level 3, Credits 7

Total number of credits for Work Experience Modules: 50

2.2 Entry Requirements

A minimum of two years of experience as garden centre worker with Literacy and numeracy equivalent to AET level 3;

or

A minimum of two years of experience as garden centre team leader with Literacy and numeracy equivalent to AET level 3.

3. Assessment Quality Partner Information

Name of body: AgriSETA

Address of body: AgriSETA House Belvedere Street Arcadia 0001

Contact person name: Me Onicca Moloto

Contact person work telephone number: 0123015600

4. Part Qualification Curriculum Structure

SECTION 2: OCCUPATIONAL PROFILE

1. Occupational Purpose

Implements and coordinates retail activities and horticultural practices in a garden centre environment

2. Occupational Tasks

- Supervise the maintenance of green and hard goods and stock levels using product knowledge (NQF Level 3)
- Provide specialized horticultural knowledge with regard to customer care and resolve point-of-sale issues (NQF Level 3)
- Communicate with staff and management and organize garden centre activities in order to enhance productivity (NQF Level 3)
- Promote the aesthetic appearance of a Garden Centre (NQF Level 3)

3. Occupational Task Details

3.1. Supervise the maintenance of green and hard goods and stock levels using product knowledge (NQF Level 3)

Unique Product or Service:

Green and hard goods stocked

Occupational Responsibilities:

- Ordering, receiving, labeling, merchandising, maintaining and controlling quality of hard and green goods

Occupational Contexts:

- Green and hard stock maintenance processes

3.2. Supervise the maintenance of green and hard goods and stock levels using product knowledge (NQF Level 3)

Unique Product or Service:

Green and hard goods stocked

Occupational Responsibilities:

- Ordering, receiving, labeling, merchandising, maintaining and controlling quality of hard and green goods

Occupational Contexts:

- Green and hard stock maintenance processes

3.3. Provide specialized horticultural knowledge with regard to customer care and resolve point-of-sale issues (NQF Level 3)

Unique Product or Service:

Customer satisfied

Occupational Responsibilities:

- Ordering, receiving, labeling, merchandising, maintaining and controlling quality of hard and green goods
- Dealing with customer care and resolving issues

Occupational Contexts:

- Customer care processes

3.4. Communicate with staff and management and organize garden centre activities in order to enhance productivity (NQF Level 3)

Unique Product or Service:

Staff productivity enhanced

Occupational Responsibilities:

- Facilitate communication between workers and management and delegate tasks on a daily and weekly basis to achieve weekly objectives, increase productivity by promoting work ethics

Occupational Contexts:

- Garden centre work team productivity

3.5. Promote the aesthetic appearance of the Garden Centre (NQF Level 3)

Unique Product or Service:

Staff productivity enhanced

Occupational Responsibilities:

- Maintain and develop displays, merchandising, general appearance and promoting garden centre standards

Occupational Contexts:

- Garden centre layout and aesthetics

3.6. Promote the aesthetic appearance of the Garden Centre (NQF Level 3)

Unique Product or Service:

Garden centre aesthetics improved

Occupational Responsibilities:

- Maintain and develop displays, merchandising, general appearance and promoting garden centre standards

Occupational Contexts:

- Garden centre layout and aesthetics

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 611304002-KM-01, Garden Centre Customer Care, Advice and Sales, NQF Level 3, Credits 6
- 611304002-KM-02, Garden Centre Aesthetics, Displays and Merchandising, NQF Level 3, Credits 8
- 611304002-KM-03, Plant Care, Plant Identification and Product Knowledge in the Garden Centre Environment, NQF Level 3, Credits 6
- 611304002-KM-04, Supervision for a Garden Centre Supervisor, NQF Level 3, Credits 8

1. **611304002-KM-01, Garden Centre Customer Care, Advice and Sales, NQF Level 3, Credits 6**

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of to provide the learner with the underpinning theoretical knowledge and understanding of the principles and basic concepts on customer care and sales within legislative parameters

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Sales (35%)
- KM-01-KT02: Legislation (35%)
- KM-01-KT03: Customer care (30%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: Sales (35%)

Topic elements to be covered include:

Internal Assessment Criteria and Weight

(Weight 35%)

1.2.2. KM-01-KT02: Legislation (35%)

Topic elements to be covered include:

Internal Assessment Criteria and Weight

(Weight 35%)

1.2.3. KM-01-KT03: Customer care (30%)

Topic elements to be covered include:

Internal Assessment Criteria and Weight

(Weight 30%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Access to appropriate facilities (conducive environment): large room with tables and chairs, space for group activities, good light, good ventilation, electricity, ablution, security,
- Occupational Health and Safety compliance.
- Learning material aligned to the qualification.
- Appropriate learning aids such as visual material and equipment, case studies, forms, checklists, etc

Human Resource Requirements:

- Facilitator with extensive knowledge of garden centre environment qualified and registered as a facilitator; with 3 years experience in garden centres.
- Facilitator/ Learner ratio not to exceed a ratio of 1:25.
- Registered assessor and moderator with 3 years experience in moderation in the ornamental horticultural sector

Legal Requirements:

- Legally compliant venue, (i.e. fire protection devices, OHS and other legislation).
- Code of Conduct

1.4 Exemptions

2. 611304002-KM-02, Garden Centre Aesthetics, Displays and Merchandising, NQF Level 3, Credits 8

2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of to build an understanding of the application of merchandising and aesthetical principles in a garden centre and related to hard and green goods

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Housekeeping (10%)
- KM-02-KT02: Industry competitions (10%)
- KM-02-KT03: Design of displays (10%)
- KM-02-KT04: Signage (15%)
- KM-02-KT05: Basic principles of marketing (10%)
- KM-02-KT07: Merchandising principles (10%)
- KM-02-KT08: Stock management (10%)

- KM-02-KT06: Business principles (15%)

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Housekeeping (10%)

Topic elements to be covered include:

- KT0101 Describe and explain the principles of hygiene and tidiness
- KT0102 Describe the plan of the nursery
- KT0103 Explain the importance of the general appearance of the garden centre
- KT0104 Describe methods of cleaning and up keeping and explain in which circumstances to apply them

Internal Assessment Criteria and Weight

- IAC0101 List the different areas of the nursery (Weight: 7%)
- IAC0102 Describe the use and application of equipment such as brooms, dusters, blowers (Weight: 7%)
- IAC0103 Describe the use and application of disinfectants (Weight: 7%)
- IAC0104 Describe the use and application of detergents (Weight: 7%)
- IAC0105 Describe effect of unkempt sections on the customer (Weight: 7%)
- IAC0106 Describe the effect of dilapidated appearance on the customer (Weight: 7%)
- IAC0107 Describe the effect of litter, clutter and dirt on the customer (Weight: 7%)
- IAC0108 Describe the standards and using standards to determine the general appearance of the garden centre (Weight: 6%)
- IAC0109 Discuss clutter in terms of principles of hygiene and tidiness (Weight: 7%)
- IAC0110 Discuss the effect of broken equipment or structures on the appearance and standards fo hygiene in the garden centre (Weight: 7%)
- IAC0111 Explain the concept of order and elements thereof (Weight: 7%)
- IAC0112 Explain and discuss factors which contribute to hygiene and tidiness (Weight: 7%)
- IAC0113 Explain and discuss principles of hygiene and tidiness and the importance thereof (Weight: 6%)
- IAC0114 Explain how the different areas of the nursery is cleaned and maintained (Weight: 6%)
- IAC0115 Describe the use and application of litter bins (Weight: 6%)

(Weight 10%)

2.2.2. KM-02-KT02: Industry competitions (10%)

Topic elements to be covered include:

- KT0201 List competition requirements
- KT0202 Explain the preparation process for the competition
- KT0203 Discuss interaction with the judges

Internal Assessment Criteria and Weight

- IAC0201 Describe the competition form and what the form is requiring (Weight: 11%)
- IAC0202 Create a plan to bring the garden centre up to standard (Weight: 12%)
- IAC0203 Describe ways of implementing the plan (Weight: 11%)
- IAC0204 Describe ways of implementing changes (Weight: 11%)
- IAC0205 Describe ways of informing and motivating the staff (Weight: 11%)
- IAC0206 Describe ways of constant up keep of standards (Weight: 11%)
- IAC0207 Explain conduct when receiving the judges (Weight: 11%)
- IAC0208 Explain conduct in the presence of judges (Weight: 11%)
- IAC0209 Explain the effect of personal appearance and self presentation (Weight: 11%)

(Weight 10%)

2.2.3. KM-02-KT03: Design of displays (10%)

Topic elements to be covered include:

- KT0301 List and discuss basic design principles
- KT0302 Define and discuss display planning
- KT0303 List and discuss types of displays

Internal Assessment Criteria and Weight

- IAC0301 Explain how traffic flow effect the position of displays. (Weight: 11%)
- IAC0302 Explain the effect of colours and colour combinations on display and appearance and sales. (Weight: 11%)
- IAC0303 Explain the importance of customer appeal when designing the display. (Weight: 11%)
- IAC0304 Explain the principles of height and space in relation to the composition of the display. (Weight: 11%)
- IAC0305 List the factors which influences product choice. (Weight: 11%)
- IAC0306 Explain the principles of innovation and creativity. (Weight: 11%)
- IAC0307 Describe the basic principles of format, content (product, quality, quantity and cross-merchandising), composition, interpretation of the purpose of the display and longevity and replenishment of products in display when planning a display. (Weight: 12%)

- IAC0308 List the different types of displays. (Weight: 11%)
- IAC0309 Explain the advantages and disadvantages of hot spots, front of house, promotional and educational displays. (Weight: 11%)

(Weight 10%)

2.2.4. KM-02-KT04: Signage (15%)

Topic elements to be covered include:

- KT0401 List and discuss types of signage
- KT0402 Discuss appearance per type of signage
- KT0403 Discuss the importance of signage position

Internal Assessment Criteria and Weight

- IAC0401 List types of signs and describe the purpose of each. (Weight: 16%)
- IAC0402 Explain how the appearance of text, fonts and font size, clarity of information and content and condition of the signs influences the appeal of signs. (Weight: 17%)
- IAC0403 Explain the reasons for the position of a sign. (Weight: 17%)
- IAC0404 Describe the different ways to attach a sign. (Weight: 16%)
- IAC0405 Explain the importance of visibility. (Weight: 17%)
- IAC0406 Explain the importance of representing the correct product. (Weight: 17%)

(Weight 15%)

2.2.5. KM-02-KT05: Basic principles of marketing (10%)

Topic elements to be covered include:

- KT0501 Define and discuss marketing trends
- KT0502 List and discuss seasonal variations
- KT0503 Discuss access to marketing information

Internal Assessment Criteria and Weight

- IAC0501 Explain fashionability, products (new and existing), popularity, national and international themes/initiatives, public holiday themes how to apply these in the workplace. (Weight: 20%)
- IAC0502 Explain the basic concept of plant availability in relation to marketing. (Weight: 20%)
- IAC0503 Explain the basic concept of plant growth habits in relation to marketing. (Weight: 20%)
- IAC0504 List the various sources of marketing information. (Weight: 20%)
- IAC0505 Describe the advantages of magazines, catalogues, multi-media, multi-media, word-of-mouth and customers in relation to the marketing information it provides. (Weight: 20%)

(Weight 10%)

2.2.6. KM-02-KT07: Merchandising principles (10%)

Topic elements to be covered include:

- KT0701 Discuss the displaying the stock

Internal Assessment Criteria and Weight

- IAC0701 Describe the basic concepts of replenishment, packing, shelving, blocking, square meterage and volumes and cross-merchandising and how these pertain to a garden centre. (Weight: 100%)

(Weight 10%)

2.2.7. KM-02-KT08: Stock management (10%)

Topic elements to be covered include:

- KT0801 Explain stock control
- KT0802 Discuss the receiving of stock

Internal Assessment Criteria and Weight

- IAC0801 Describe the basic concepts of stock levels, stock rotation, shrinkage and wastage and theft, stock take variances and stock shortages and how these pertain to a garden centre. (Weight: 50%)
- IAC0802 Describe the basic concepts of quality, quantity, credit notes, invoices, labeling and how these pertain to a garden centre. (Weight: 50%)

(Weight 10%)

2.2.8. KM-02-KT06: Business principles (15%)

Topic elements to be covered include:

- KT0601 Discuss and explain basic financial knowledge

Internal Assessment Criteria and Weight

- IAC0601 Describe what cost of sales, breakeven and profit, mark-ups, income and expenses, assets and liabilities, write-offs and shrinkage and overheads are as well as how these pertain to a garden centre. (Weight: 100%)

(Weight 15%)

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Access to appropriate facilities (conducive environment): large room with tables and chairs, space for group activities, good light, good ventilation, electricity, ablution, security,
- Occupational Health and Safety compliance.
- Learning material aligned to the qualification.
- Appropriate learning aids such as visual material and equipment, case studies, forms, checklists, etc

Human Resource Requirements:

- Facilitator with extensive knowledge of garden centre environment, qualified and registered as a facilitator; with 3 years experience in garden centres.
- Facilitator/ Learner ratio not to exceed a ratio of 1:25.
- Registered assessor and moderator with 3 years experience in moderation in the ornamental horticultural sector

Legal Requirements:

- Legally compliant venue, (i.e. fire protection devices, OHS and other legislation).
- Code of Conduct

2.4 Exemptions

3. 611304002-KM-03, Plant Care, Plant Identification and Product Knowledge in the Garden Centre Environment, NQF Level 3, Credits 6

3.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of to build an understanding of the essential knowledge to take care of a variety of plant types e.g. seedling, ground covers, perennials, shrubs, grasses and trees and others according to each plant type requirements in different environmental conditions

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Plant identification (20%)
- KM-03-KT02: Product knowledge (20%)
- KM-03-KT03: Basic knowledge of the anatomy and physiology of the plant (20%)
- KM-03-KT04: Growth requirements of plants (15%)
- KM-03-KT05: Plant quality (10%)
- KM-03-KT06: Safety procedures (15%)

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: Plant identification (20%)

Topic elements to be covered include:

- KT0101 Describe how to use keys to identify plants

- KT0102 List the types of plants in the garden centre
- KT0103 Identify common plants in a garden centre
- KT0104 Summarise plant information

Internal Assessment Criteria and Weight

- IAC0101 Explain the use of identification keys based on the anatomy of the plant. (Weight: 16%)
- IAC0102 Identify the various types of plants with examples (seedlings, ground covers and perennials, shrubs, trees, succulents, climbers, aquatic, specialist plants, vegetables, herbs and fruit trees and indoor plants. (Weight: 17%)
- IAC0103 Describe the correct planting procedures. (Weight: 17%)
- IAC0104 List the common names and scientific names of 100 plants presented by the provider. (Weight: 17%)
- IAC0105 Describe the growing habitats and conditions of plants common to a region. (Weight: 17%)
- IAC0106 Describe plant characteristics and suitability to garden conditions. (Weight: 16%)

(Weight 20%)

3.2.2. KM-03-KT02: Product knowledge (20%)

Topic elements to be covered include:

- KT0201 Explain the need for fertilisers and pesticides
- KT0202 Define organics
- KT0203 Discuss metal and wooden goods, garden furniture and ornamental pots and features
- KT0204 Describe and discuss electrical equipment
- KT0205 Discuss and describe water features and lighting
- KT0206 Discuss and describe pots and planting containers
- KT0207 Discuss and describe pebbles and pavers
- KT0208 Discuss and describe garden tools and small equipment

Internal Assessment Criteria and Weight

- IAC0201 Explain the risks, advantages and disadvantages with reference to characteristics and properties, uses and application methods for each topic element. (Weight: 30%)
- IAC0202 Explain the risks, advantages and disadvantages of pots and planting containers with reference to characteristics and properties, uses, planting procedures and placement in the garden. (Weight: 40%)
- IAC0203 Explain the risks, advantages and disadvantages of pebbles and pavers with reference to characteristics and properties, uses and placement in the garden. (Weight: 30%)

(Weight 20%)

3.2.3. KM-03-KT03: Basic knowledge of the anatomy and physiology of the plant (20%)

Topic elements to be covered include:

- KT0301 Describe plant anatomy
- KT0302 Describe and discuss plant physiology

Internal Assessment Criteria and Weight

- IAC0301 Explain the basic plant structure. (Weight: 20%)
- IAC0302 Identify the different plant parts on a chart of a variety of plants. (Weight: 20%)
- IAC0303 Explain functions of the plant parts. (Weight: 20%)
- IAC0304 Explain processes such as photosynthesis, translocation of nutrients, transpiration. (Weight: 20%)
- IAC0305 Explain the ratio of roots to plant height. (Weight: 20%)

(Weight 20%)

3.2.4. KM-03-KT04: Growth requirements of plants (15%)

Topic elements to be covered include:

- KT0401 Discuss watering and irrigation
- KT0402 Discuss shade / sunlight
- KT0403 Discuss temperature
- KT0404 Discuss disease and pest control
- KT0405 Discuss feeding and fertilisers
- KT0406 Discuss plant containers
- KT0407 Discuss pruning
- KT0408 Discuss air movement

Internal Assessment Criteria and Weight

- IAC0401 Describe the elements of a basic irrigation systems and the role of each. (Weight: 2%)
- IAC0402 Describe the use of each type of feeding. (Weight: 3%)
- IAC0403 Describe the use of a feeding plan. (Weight: 3%)
- IAC0404 Identify problems related to feeding and how to address. (Weight: 3%)
- IAC0405 Identify risks in terms of the safe application and disposal of chemicals. (Weight: 3%)
- IAC0406 List different types of pots and explain their uses. (Weight: 2%)

- IAC0407 Explain the consideration of root growth related to pot size. (Weight: 3%)
- IAC0408 Explain the relation of rooting to height and foliage. (Weight: 3%)
- IAC0409 Explain the concept of Sizes of pots in relation to the size of the plant. (Weight: 3%)
- IAC0410 Explain the methods and risks when repotting of plants into suitable containers. (Weight: 3%)
- IAC0411 List the types of pruning and the uses thereof. (Weight: 3%)
- IAC0412 Discuss reasons for pruning. (Weight: 3%)
- IAC0413 Describe factors to take into consideration when to apply a specific type of pruning. (Weight: 3%)
- IAC0414 Discuss how pruning influence the growth and appearance of a plant. (Weight: 3%)
- IAC0415 Describe the implication of incorrect pruning techniques. (Weight: 3%)
- IAC0416 Describe ways of creating air movement (Wind, fans, tables,) and the uses thereof. (Weight: 3%)
- IAC0417 List and describe different types of feeding (foliage, granular, spot feeding) using examples. (Weight: 3%)
- IAC0418 Discuss the implication of air movement. (Weight: 3%)
- IAC0419 Discuss the concept of management of disease control. (Weight: 3%)
- IAC0420 Discuss the influences of wind movement, humidity and temperature on disease and pest occurrence. (Weight: 3%)
- IAC0421 Compare types of disease control in terms of efficiency and environment. (Weight: 3%)
- IAC0422 Explain the role of beneficial organisms. (Weight: 3%)
- IAC0423 List and describe methods of identification of the common diseases and pests. (Weight: 3%)
- IAC0424 Discuss aspects of temperature. (Weight: 3%)
- IAC0425 Discuss aspect of weather patterns. (Weight: 3%)
- IAC0426 Discuss the implications of placing the plant incorrectly (related to cold). (Weight: 3%)
- IAC0427 Discuss the influence of temperature on plant growth. (Weight: 3%)
- IAC0428 Discuss the implications of placing the plant incorrectly. (Weight: 3%)
- IAC0429 Discuss the influence of sun/shade on the plant growth. (Weight: 3%)
- IAC0430 Describe how plant needs differs. (Weight: 3%)
- IAC0431 Discuss the aspects of shade and sun. (Weight: 3%)
- IAC0432 Evaluate a watering and irrigations schedule in terms of water wise principles, timing of watering and water requirements per plant. (Weight: 3%)
- IAC0433 Explain the basic principles of water management. (Weight: 3%)

- IAC0434 Identify risks to the environment. (Weight: 3%)

(Weight 15%)

3.2.5. KM-03-KT05: Plant quality (10%)

Topic elements to be covered include:

- KT0501 Discuss plant health
- KT0502 Discuss moving and handling plants

Internal Assessment Criteria and Weight

- IAC0501 Describe how plant quality is enhanced by appearance, colour and/or foliage, no visible pest or pesticide residue, no visible roots and good quality containers in relation to plant size. (Weight: 50%)
- IAC0502 Describe how plant quality is enhanced by careful handling techniques and techniques to handle heavy goods. (Weight: 50%)

(Weight 10%)

3.2.6. KM-03-KT06: Safety procedures (15%)

Topic elements to be covered include:

- KT0601 Discuss legislation and safety requirements related to spraying pesticides
- KT0602 Discuss and explain the mixing of chemicals
- KT0603 Describe the safe use of equipment found in a garden centre

Internal Assessment Criteria and Weight

- IAC0601 Demonstrate a basic understanding of safety principles. (Weight: 6%)
- IAC0602 Explain the storage requirements and the advantages thereof. (Weight: 5%)
- IAC0603 Describe the maintenance (cleaning, greasing and oil). (Weight: 6%)
- IAC0604 Describe the optimal functioning of the equipment and the related risks. (Weight: 6%)
- IAC0605 Describe the operational requirements of the machinery. (Weight: 6%)
- IAC0606 Identify the correct equipment for the task. (Weight: 6%)
- IAC0607 List and explain with examples the safe disposal. (Weight: 6%)
- IAC0608 Explain which can be mixed and which not (counteract each other). (Weight: 6%)
- IAC0609 Explain the formula of mixing the chemicals to get to recommended concentration. (Weight: 6%)
- IAC0610 Interpret the instructions. (Weight: 6%)
- IAC0611 Explain the labels and codes and their meaning. (Weight: 6%)

- IAC0612 List and explain with examples the safety precautions (electrical and moving parts) in a garden centre. (Weight: 6%)
- IAC0613 Explain the reasons for wearing personal protective equipment. (Weight: 5%)
- IAC0614 List the personal protective equipment (PPE) that should be in a garden centre, the reasons and the uses. (Weight: 6%)
- IAC0615 Discuss the implications of not complying to safety standards. (Weight: 6%)
- IAC0616 Demonstrate a basic understanding of the Occupation Health and Safety Act. (Weight: 6%)
- IAC0617 List and explain with examples the safe use of equipment. (Weight: 6%)

(Weight 15%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Access to appropriate facilities (conducive environment): large room with tables and chairs, space for group activities, good light, good ventilation, electricity, ablution, security,
- Occupational Health and Safety compliance.
- Learning material aligned to the qualification.
- Appropriate learning aids such as visual material and equipment, case studies, forms, checklists, etc

Human Resource Requirements:

- Facilitator with extensive knowledge of garden centre environment, qualified and registered as a facilitator; with 3 years experience in garden centres.
- Facilitator/ Learner ratio not to exceed a ratio of 1:25.
- Registered assessor and moderator with 3 years experience in moderation in the ornamental horticultural sector

Legal Requirements:

- Legally compliant venue, (i.e. fire protection devices, OHS and other legislation).
- Code of Conduct

3.4 Exemptions

4. 611304002-KM-04, Supervision for the Garden Centre Supervisor, NQF Level 3, Credits 8

4.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of to build an understanding of supervision principles for the supervision of the activities in a garden centre to achieve quality standards

The learning will enable learners to demonstrate an understanding of:

- KM-04-KT01: Training and coaching (15%)
- KM-04-KT02: Supervisory principles (15%)
- KM-04-KT03: Supervision (15%)
- KM-04-KT04: Interpersonal relations (10%)
- KM-04-KT05: Labour relations (15%)
- KM-04-KT06: Organisational structures (10%)
- KM-04-KT07: Productivity, motivation and performance (10%)
- KM-04-KT08: Written and verbal communication (10%)

4.2 Guidelines for Topics

4.2.1. KM-04-KT01: Training and coaching (15%)

Topic elements to be covered include:

- KT0101 Explain the role of training and coaching in the workplace

Internal Assessment Criteria and Weight

- IAC0101 Explain the importance of skilled workers in terms of the job requirements. (Weight: 17%)
- IAC0102 Explain the role of training and coaching methods and techniques. (Weight: 17%)
- IAC0103 Explain the purpose of skills needs analysis to determine a coaching or training programme for the individual. (Weight: 17%)
- IAC0104 Discuss the repetitive nature of coaching and training. (Weight: 17%)
- IAC0105 List and describe mentoring methods and techniques. (Weight: 16%)
- IAC0106 Describe the role of the supervisor in relation to training and coaching. (Weight: 16%)

(Weight 15%)

4.2.2. KM-04-KT02: Supervisory principles (15%)

Topic elements to be covered include:

- KT0201 Discuss planning, leading, organising and control
- KT0202 Define and discuss leadership
- KT0203 Define and discuss team work and group dynamics

Internal Assessment Criteria and Weight

- IAC0201 Define the concepts of planning, leading, organising and control. (Weight: 7%)
- IAC0202 Explain external factors which will impact on teamwork. (Weight: 7%)
- IAC0203 Explain methods to encourage team cohesion. (Weight: 7%)

- IAC0204 Explain how the different team members will influence team performance. (Weight: 7%)
- IAC0205 Describe the dynamics of a well functioning team. (Weight: 7%)
- IAC0206 Describe the role of a team. (Weight: 7%)
- IAC0207 Describe the composition of a team. (Weight: 7%)
- IAC0208 Describe the practices of leadership. (Weight: 7%)
- IAC0209 Describe the principles of leadership. (Weight: 7%)
- IAC0210 List and discuss the characteristics of a leader. (Weight: 7%)
- IAC0211 Define the concept of leadership. (Weight: 7%)
- IAC0212 Describe practices of planning, leading, organising and control. (Weight: 7%)
- IAC0213 Describe the principles of planning, leading, organising and control. (Weight: 8%)
- IAC0214 Explain internal factors which will impact on teamwork. (Weight: 8%)

(Weight 15%)

4.2.3. KM-04-KT03: Supervision (15%)

Topic elements to be covered include:

- KT0301 List, define and discuss supervisory styles
- KT0302 Describe and explain the role of the supervisor
- KT0303 Discuss ethics and the importance thereof

Internal Assessment Criteria and Weight

- IAC0301 List and explain different supervisory styles. (Weight: 8%)
- IAC0302 Explain the importance of being honest and truthful even if it means some ramifications. (Weight: 9%)
- IAC0303 Describe the role of the code of conduct in the workplace. (Weight: 9%)
- IAC0304 List and describe culture and social pressures and the influence thereof on supervisors. (Weight: 9%)
- IAC0305 Explain the importance of correctly formulating instructions and the impact that it will have on team members. (Weight: 9%)
- IAC0306 Describe the principles of delegation. (Weight: 8%)
- IAC0307 Describe supervisory techniques and methods and explain the advantages and disadvantages thereof. (Weight: 8%)
- IAC0308 Explain the importance of role clarification, accountability and responsibility and how it will effect the position of the supervisor. (Weight: 8%
- IAC0309 Discuss the position in the structure of the workplace. (Weight: 8%)

- IAC0310 Explain the effect on team efficiency of different supervisory styles. (Weight: 8%)
- IAC0311 Compare and contrast different supervisory styles. (Weight: 8%)
- IAC0312 Explain the cost of dishonesty to company. (Weight: 8%)

(Weight 15%)

4.2.4. KM-04-KT04: Interpersonal relations (10%)

Topic elements to be covered include:

- KT0401 Discuss the importance of and methods for managing interpersonal relations

Internal Assessment Criteria and Weight

- IAC0401 Demonstrate an understanding of the cultural diversity and social pressures. (Weight: 15%)
- IAC0402 Describe types of attitudes and the effect thereof on the team cohesion and achievement. (Weight: 15%)
- IAC0403 Describe the influence of work ethos on team performance and methods to enhance it. (Weight: 14%)
- IAC0404 Describe the influence of work ethics on team performance and methods to enhance it. (Weight: 14%)
- IAC0405 Describe the influence of role clarification on team performance and methods to enhance it. (Weight: 14%)
- IAC0406 Describe the characteristics of the professional interpersonal relationship with the team workers and the effects on the workers motivation. (Weight: 14%)
- IAC0407 Contrast and discuss the effect of shaming and blaming vs. shared responsibility. (Weight: 14%)

(Weight 10%)

4.2.5. KM-04-KT05: Labour relations (15%)

Topic elements to be covered include:

- KT0501 Legislation
- KT0502 Principles of labour relations
- KT0503 Policies and procedures

Internal Assessment Criteria and Weight

- IAC0501 Demonstrate a basic understanding of legislation (BCE, OHS) and compliance criteria. (Weight: 10%)
- IAC0502 Describe conflict handling methods with examples (Weight: 10%)
- IAC0503 Evaluate disciplinary procedures (Weight: 10%)

- IAC0504 Explain the concept of discipline (Weight: 10%)
- IAC0505 Explain the role of discipline and disciplinary measures (Weight: 10%)
- IAC0506 Describe the role of labour relations and legislation in the workplace (Weight: 10%)
- IAC0507 Describe the influence of representation in the workplace on team performance and methods to enhance it (Weight: 10%)
- IAC0508 Describe the influence of safety, health, environment and quality, on team performance and methods to enhance it (Weight: 10%)
- IAC0509 Describe principles of Labour relations with examples (Weight: 10%)
- IAC0510 Evaluate grievance procedures (Weight: 10%)

(Weight 15%)

4.2.6. KM-04-KT06: Organisational structures (10%)

Topic elements to be covered include:

- KT0601 Discuss structures and roles
- KT0602 List and discuss company policies
- KT0603 Explain the importance of reporting

Internal Assessment Criteria and Weight

- IAC0601 Describe the concepts of organizational structure and roles. (Weight: 15%)
- IAC0602 Describe an organogram and how it reflects structures in the workplace. (Weight: 15%)
- IAC0603 Clarify roles / job description. (Weight: 14%)
- IAC0604 Describe the purpose of company policy and standard operation procedures. (Weight: 14%)
- IAC0605 Explain the importance of assertiveness to report within the management culture. (Weight: 14%)
- IAC0606 Explain the purpose of reporting structures and procedures. (Weight: 14%)
- IAC0607 Clarify ways and means to be supportive within the management structure. (Weight: 14%)

(Weight 10%)

4.2.7. KM-04-KT07: Productivity, motivation and performance (10%)

Topic elements to be covered include:

- KT0701 Explain the importance of productivity
- KT0702 Explain the importance of motivation
- KT0703 Explain the importance of performance

Internal Assessment Criteria and Weight

- IAC0701 Discuss principles and contrast models of productivity. (Weight: 6%)
- IAC0702 Explain the implication of not applying a performance measurement system. (Weight: 6%)
- IAC0703 Explain the importance of performance standards and measurement. (Weight: 6%)
- IAC0704 Indicate ways and means to encourage and support performance. (Weight: 6%)
- IAC0705 Discuss the importance of standards and targets setting for the workplace. (Weight: 6%)
- IAC0706 Define performance. (Weight: 7%)
- IAC0707 Explain the role of incentives. (Weight: 7%)
- IAC0708 Explain the influence of needs satisfaction on performance and incentives. (Weight: 7%)
- IAC0709 Describe how job satisfaction can be developed through participation. (Weight: 7%)
- IAC0710 Compare models of motivation. (Weight: 7%)
- IAC0711 Discuss principles of motivation. (Weight: 7%)
- IAC0712 Discuss the tension between dependency and independency and list ways in which this can be addressed. (Weight: 7%)
- IAC0713 Describe the purpose of daily targets, standards and quality. (Weight: 7%)
- IAC0714 Describe the aspect of productivity (time, people, money, resources, quality) and how it relates to each other. (Weight: 7%)
- IAC0715 Indicate ways and means of rewarding effort and achievement. (Weight: 7%)

(Weight 10%)

4.2.8. KM-04-KT08: Written and verbal communication (10%)

Topic elements to be covered include:

- KT0801 Explain the role of verbal and written communication in supervision

Internal Assessment Criteria and Weight

- IAC0801 Discuss the basic principles of communication. (Weight: 20%)
- IAC0802 Compare communication methods and techniques. (Weight: 20%)
- IAC0803 Evaluate the communication flow in the workplace. (Weight: 20%)
- IAC0804 Evaluate reporting structures in the workplace. (Weight: 20%)
- IAC0805 Explain the importance and the role of recording, reporting and presentation. (Weight: 20%)

(Weight 10%)

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Access to appropriate facilities (conducive environment): large room with tables and chairs, space for group activities, good light, good ventilation, electricity, ablution, security,
- Occupational Health and Safety compliance.
- Learning material aligned to the qualification.
- Appropriate learning aids such as visual material and equipment, case studies, forms, checklists, etc

Human Resource Requirements:

- Facilitator with extensive knowledge of garden centre environment, qualified and registered as a facilitator; with 3 years experience in garden centres.
- Facilitator/ Learner ratio not to exceed a ratio of 1:25.
- Registered assessor and moderator with 3 years experience in moderation in the ornamental horticultural sector

Legal Requirements:

- Legally compliant venue, (i.e. fire protection devices, OHS and other legislation).
- Code of Conduct

4.4 Exemptions

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

- 611304002-PM-01, Ordering, receiving, labeling, merchandising, maintaining and controlling quality of hard and green goods, NQF Level 3, Credits 6
- 611304002-PM-02, Dealing with customer care and resolving issues, NQF Level 3, Credits 6
- 611304002-PM-03, Facilitate communication between workers and management and delegate tasks on a daily and weekly basis to achieve weekly objectives, increase productivity by promoting work ethics, NQF Level 3, Credits 6
- 611304002-PM-04, Maintain and develop displays, merchandising, general appearance and promoting garden centre standards, NQF Level 3, Credits 6

1. 611304002-PM-01, Ordering, receiving, labeling, merchandising, maintaining and controlling quality of hard and green goods, NQF Level 3, Credits 6

1.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to

The learner will be required to:

- PM-01-PS01: Receive green and hard goods in a garden centre
- PM-01-PS02: Control stock levels in a garden centre
- PM-01-PS03: Merchandise stock in a garden centre
- PM-01-PS04: Perform day-to-day care and maintenance of stock

1.2 Guidelines for Practical Skills

1.2.1. PM-01-PS01: Receive green and hard goods in a garden centre

Scope of Practical Skill

Given a simulated environment with a variety of invoices, delivery notes and goods, the learner will the learner must be able to:

- PA0101 Identify and interpret an invoice or delivery note
- PA0102 Compare the invoice with an order form
- PA0103 Assess product, the quality and quantity of goods received
- PA0104 Record discrepancies of goods in the correct manner and generate a goods return note
- PA0105 Return consignment goods (check WE and include) and generate returns

Applied Knowledge

- AK0101 Merchandising techniques
- AK0102 Understand the importance of the paper work
- AK0103 Understand the timeliness of the invoice submission for processing

Internal Assessment Criteria

- IAC0101 The difference between invoice and delivery note is explained
- IAC0102 An understanding of the implication of incorrect recording and assessment of quality and quantity is demonstrated
- IAC0103 A quality and quantity assessment on received green and hard goods is performed according to a checklist
- IAC0104 The order form and invoice is checked for correctness
- IAC0105 The final paper work is accurately completed

1.2.2. PM-01-PS02: Control stock levels in a garden centre

Scope of Practical Skill

Given a simulated work environment, stock sheets and stock reports and prescribed stock levels as well as given a stock control sheet and taken on a walkabout in an existing nursery, the learner will the learner must be able to:

- PA0201 Interpret the stock sheet
- PA0202 Determine and identify stock shortages and record stock levels on shelves
- PA0203 Recommend corrective actions and complete a pre-order sheet or filling from warehouse stock
- PA0204 Check product quality to saleable standards
- PA0205 Check product quantity against the stock control sheet
- PA0206 Report discrepancies on stock sheets
- PA0207 Record write offs

Applied Knowledge

- AK0201 Merchandising techniques
- AK0202 Understand the importance of the paper work
- AK0203 Understand the timeliness of the invoice submission for processing

Internal Assessment Criteria

- IAC0201 The stock sheet is correctly interpreted
- IAC0202 The importance of accurate recording of write offs is explained
- IAC0203 The orders are made according to the stock sheet and correctly placed
- IAC0204 Stock variances are correctly and accurately recorded and the implications thereof is explained
- IAC0205 The reporting and record keeping is accurate and precise

1.2.3. PM-01-PS03: Merchandise stock in a garden centre

Scope of Practical Skill

Given a variety of unlabelled as well as labeled green and hard goods, a selection of different sized labels, and various simulated garden centre departments, the learner will the learner must be able to:

- PA0301 Identify the product and which label belongs to which product
- PA0302 Label the product
- PA0303 Identify incorrectly labelled products

- PA0304 Identify different uses for different labels
- PA0305 Identify the department the product belongs to
- PA0306 Identify shelves or goods which had been merchandised incorrectly
- PA0307 Merchandise sections and shelves with hard and green goods

Applied Knowledge

- AK0301 Merchandising techniques
- AK0302 Understand the importance of the paper work
- AK0303 Understand the timeliness of the invoice submission for processing

Internal Assessment Criteria

- IAC0301 Product labels are correctly applied to green and hard stock
- IAC0302 Green and hard stock is correctly merchandised
- IAC0303 The implication of incorrect merchandising of green and hard stock is explained
- IAC0304 The labeling procedure and labels are correctly applied
- IAC0305 The various uses of labels are explained as it relates to various stock items and departments of the garden centre
- IAC0306 An understanding of compliance with the occupational health and safety legislation is demonstrated

1.2.4. PM-01-PS04: Perform day-to-day care and maintenance of stock

Scope of Practical Skill

Given access to a garden centre and cleaning equipment and cleaning agents, the learner will the learner must be able to:

- PA0401 Apply all cleaning activities of hard goods to maintain the quality of goods using cleaning equipment and chemicals in the correct and safe manner
- PA0402 Apply all plant care activities to maintain the quality of green goods using equipment and chemicals in the correct and safe manner
- PA0403 Apply plant requirement knowledge and product knowledge using correct terminology as well as the layman
- PA0404 Identify plants and pests in a garden centre

Applied Knowledge

- AK0401 Merchandising techniques
- AK0402 Understand the importance of the paper work
- AK0403 Understand the timeliness of the invoice submission for processing

Internal Assessment Criteria

- IAC0401 Equipment is used according to the requirements specified in the manuals
- IAC0402 Plant requirements and product knowledge is correctly applied
- IAC0403 Hard goods requirements are explained and all garden centre housekeeping activities are applied accordingly
- IAC0404 The requirements and implications of occupational health and safety compliance is explained and applied
- IAC0405 All plant care activities are in line with plant requirements
- IAC0406 The application of cleaning activities and equipment usage are compliant with occupational health and safety regulations

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Access to a garden centre.
- Access to appropriate facilities (conducive environment): (Large room Table and chairs, space for group activities, good light, good ventilation, electricity, ablution, security, OHS).
- Learning material aligned to the qualification.
- Appropriate learning aids such as visual material and equipment, case studies, forms, checklists, etc

Human Resource Requirements:

- Facilitator with extensive knowledge of the landscaping industry qualified and registered as a facilitator; with 3 years' experience in supervision facilitation.
- Facilitator/learner ratio not to exceed a ratio of 1:25.
- Registered assessor with 3 years' experience in landscaping.

Legal Requirements:

- Legally compliant venue, (i.e. fire protection devices, OHS and other legislation).
- Code of Conduct

1.4 Exemptions

2. 611304002-PM-02, Dealing with customer care and resolving issues, NQF Level 3, Credits 6

2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to

The learner will be required to:

- PM-02-PS01: Identify customer needs and ensure professional assistance

- PM-02-PS02: Deal with customer dissatisfaction, conflict and general requests
- PM-02-PS03: Provide specialized horticultural knowledge when dealing with clients

2.2 Guidelines for Practical Skills

2.2.1. PM-02-PS01: Identify customer needs and ensure professional assistance

Scope of Practical Skill

Given examples of products and customer needs or a role play and a typical customer scenario, the learner will the learner must be able to:

- PA0101 Approach the customer in a friendly and professional manner
- PA0102 Determine customer needs by posing appropriate questions
- PA0103 Direct the customer to the correct department and assign a sales person to the customer
- PA0104 Apply telephone skills when dealing with customers and taking messages from suppliers
- PA0105 Prepare information for a quote
- PA0106 Calculate square meters and goods needed
- PA0107 Arrange deliveries for the customer

Applied Knowledge

- AK0101 Communication techniques
- AK0102 Conflict resolution techniques
- AK0103 Horticultural identification techniques
- AK0104 Calculation in meters squared

Internal Assessment Criteria

- IAC0101 Professional conduct and behaviour is applied when interacting with clients and suppliers
- IAC0102 Customer needs are correctly interpreted and appropriate action is taken
- IAC0103 The quote, calculation and delivery information is correct and take all aspects of the customer request into consideration

2.2.2. PM-02-PS02: Deal with customer dissatisfaction, conflict and general requests

Scope of Practical Skill

Given case studies and different scenarios related to customer dissatisfaction, conflict and general requests the learner will the learner must be able to:

- PA0201 Respond with respect, controlled emotions and remain positive with regards to difficult and aggressive clients
- PA0202 Respond with respect, controlled emotions and remain positive with regards to disrespect from clients

- PA0203 Respond with respect, controlled emotions and remain positive with regards to receiving conflicting requests from clients
- PA0204 Respond with respect, controlled emotions and remain positive with regards to dealing with emergencies
- PA0205 Respond with respect, controlled emotions and remain positive with regards to unethical requests from clients
- PA0206 Respond with respect, controlled emotions and remain positive with regards to point-of-sale issues
- PA0207 Respond with respect, controlled emotions and remain positive with regards to diffusing of the situation
- PA0208 Find a win-win outcome
- PA0209 Show courtesy

Applied Knowledge

- AK0201 Communication techniques
- AK0202 Conflict resolution techniques
- AK0203 Horticultural identification techniques
- AK0204 Calculation in meters squared

Internal Assessment Criteria

- IAC0201 An understanding of own limitations is demonstrated when dealing with a conflict or emergency situation and when to escalate
- IAC0202 Communication protocol and procedures are applied in all situations
- IAC0203 Listening skills are appropriate to the situation
- IAC0204 Cultural differences are taken into account when communicating with customers and suppliers.
- IAC0205 Conflict and confrontation handling techniques are applied

2.2.3. PM-02-PS03: Provide specialized horticultural knowledge when dealing with clients

Scope of Practical Skill

Given a role play and a typical customer scenario in the garden centre or visual examples of a variety of problems, the learner will the learner must be able to:

- PA0301 Identify the problem posed by the client
- PA0302 Apply product knowledge when advising on possible solutions
- PA0303 Identify plant material
- PA0304 Identify pest or disease

- PA0305 Advise possible solutions to the problem

Applied Knowledge

- AK0301 Communication techniques
- AK0302 Conflict resolution techniques
- AK0303 Horticultural identification techniques
- AK0304 Calculation in meters squared

Internal Assessment Criteria

- IAC0301 Plant identification, identification of plant requirements and pests and diseases identification are correctly performed based on sound product knowledge
- IAC0302 Problems posed by clients are correctly interpreted and correctly addressed

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Access to a garden centre.
- Access to appropriate facilities (conducive environment): (Large room Table and chairs, space for group activities, good light, good ventilation, electricity, ablution, security, OHS).
- Learning material aligned to the qualification.
- Appropriate learning aids such as visual material and equipment, case studies, forms, checklists, etc.

Human Resource Requirements:

- Facilitator with extensive knowledge of the ornamental horticultural industry, qualified and registered as a facilitator; with 3 years' experience in supervision facilitation.
- Facilitator/ learner ratio not to exceed a ratio of 1:25.
- Registered assessor with 3 years' experience in ornamental horticulture.

Legal Requirements:

- Legally compliant venue, (i.e. fire protection devices, Occupational Health and Safety and other legislation).
- Code of Conduct.

2.4 Exemptions

3. 611304002-PM-03, Facilitate communication between workers and management and delegate tasks on a daily and weekly basis to achieve weekly objectives, increase productivity by promoting work ethics, NQF Level 3, Credits 6

3.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to

The learner will be required to:

- PM-03-PS01: Set targets and delegate activities for achieving performance targets
- PM-03-PS02: Apply safety measures (OHS)
- PM-03-PS03: Communicate feedback between workers and management
- PM-03-PS04: Encourage and motivate teamwork amongst team members in achieving targets
- PM-03-PS05: Observe worker skills
- PM-03-PS06: Coach workers

3.2 Guidelines for Practical Skills

3.2.1. PM-03-PS01: Set targets and delegate activities for achieving performance targets

Scope of Practical Skill

Given a typical scenario and plan with weekly performance targets, the learner will the learner must be able to:

- PA0101 Compile a daily schedule indicating time frames to accomplish the tasks
- PA0102 Allocate staff per department to achieve the set performance targets
- PA0103 Plan staff availability on the floor (leave, shifts, lunch)
- PA0104 Identify appropriate equipment to the team members as per task
- PA0105 Compile instructions to delegate specific tasks to achieve the target
- PA0106 Conduct a briefing session (role play) to inform team members on tasks

Applied Knowledge

- AK0101 Coaching techniques
- AK0102 Supervising techniques
- AK0103 Problem solving techniques
- AK0104 Techniques to motivate team members
- AK0105 Techniques to conduct briefing sessions
- AK0106 Techniques to write reports

Internal Assessment Criteria

- IAC0101 The daily schedule is realistic and achievable
- IAC0102 Instructions are clear and appropriate and in support of the daily schedule

3.2.2. PM-03-PS02: Apply safety measures (OHS)

Scope of Practical Skill

Given visual material (DVD) on personal protective equipment, chemical store room, applying chemicals the learner will the learner must be able to:

- PA0201 Identify areas of non-compliance with safety regulations

Applied Knowledge

- AK0201 Coaching techniques
- AK0202 Supervising techniques
- AK0203 Problem solving techniques
- AK0204 Techniques to motivate team members
- AK0205 Techniques to conduct briefing sessions
- AK0206 Techniques to write reports

Internal Assessment Criteria

- IAC0201 Non-compliance is listed and reflects an understanding of safety legislation compliance on a landscaping site

3.2.3. PM-03-PS03: Communicate feedback between workers and management

Scope of Practical Skill

Given information on a typical situation between the supervisor and the work team on feedback between workers and management, the learner will the learner must be able to:

- PA0301 Receive instructions and tasks from management through meetings and memos
- PA0302 Report on results (achieving targets) to management
- PA0303 Assessing staff needs and grievances and give feedback to management
- PA0304 Conduct a meeting following correct meeting procedures and protocols

Applied Knowledge

- AK0301 Coaching techniques
- AK0302 Supervising techniques
- AK0303 Problem solving techniques
- AK0304 Techniques to motivate team members
- AK0305 Techniques to conduct briefing sessions
- AK0306 Techniques to write reports

Internal Assessment Criteria

- IAC0301 Correct meeting procedures and protocols are followed
- IAC0302 The report on staff needs and grievances is a correct and accurate reflection of the situation
- IAC0303 The report to management is a correct and accurate reflection of the targets achieved

3.2.4. PM-03-PS04: Encourage and motivate teamwork amongst team members in achieving targets

Scope of Practical Skill

Given worker profiles, the learner will be able to encourage interaction between team members to achieve performance targets (role play and case studies) the learner will the learner must be able to:

- PA0401 Deal with diversity and gender issues between team members
- PA0402 Encourage interaction between team members to achieve performance targets
- PA0403 Accept and exercise authority and power
- PA0404 Define roles and responsibilities
- PA0405 Prompt potential interruptions in the work performance related to worker inefficiency and availability
- PA0406 Resolve conflict between members
- PA0407 Encourage team ethos and respect
- PA0408 Address poor attitude towards work and equipment

Applied Knowledge

- AK0401 Techniques to write reports
- AK0402 Coaching techniques
- AK0403 Supervising techniques
- AK0404 Problem solving techniques
- AK0405 Techniques to motivate team members
- AK0406 Techniques to conduct briefing sessions

Internal Assessment Criteria

- IAC0401 Interaction with and resolving of team issues related to cultural diversity, authority and power, roles and responsibilities, social environment and pressures, poor attitude, conflict and ethos are dealt with by showing respect, confidence and problem solving skills

3.2.5. PM-03-PS05: Observe worker skills

Scope of Practical Skill

Given worker profiles, the learner will be able to encourage interaction between team members to achieve performance targets (role play and case studies): A scenario with information on worker skills, garden centre activities and job descriptions, the learner will the learner must be able to:

- PA0501 Identify incorrect nursery practices in relation to best practices
- PA0502 Identify skills gaps which prevent workers from executing tasks effectively

Applied Knowledge

- AK0501 Coaching techniques
- AK0502 Supervising techniques
- AK0503 Problem solving techniques
- AK0504 Techniques to motivate team members
- AK0505 Techniques to conduct briefing sessions
- AK0506 Techniques to write reports

Internal Assessment Criteria

- IAC0501 A skills gaps report is compiled which reflects the skills gaps accurately and propose suitable coaching strategies to address the skills gaps

3.2.6. PM-03-PS06: Coach workers

Scope of Practical Skill

Given information on a work team, its activities, job descriptions and identified skills gaps, the learner will the learner must be able to:

- PA0601 Coach team members in a positive manner whilst addressing the lack of skills

Applied Knowledge

- AK0601 Coaching techniques
- AK0602 Supervising techniques
- AK0603 Supervising techniques
- AK0604 Problem solving techniques
- AK0605 Techniques to motivate team members
- AK0606 Techniques to conduct briefing sessions
- AK0607 Techniques to write reports

Internal Assessment Criteria

- IAC0601 Coaching skills applied is appropriate to the situation
- IAC0602 Establish a conducive situation for coaching

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Access to a garden centre.
- Access to appropriate facilities (conducive environment): (Large room Table and chairs, space for group activities, good light, good ventilation, electricity, ablution, security, OHS).
- Learning material aligned to the qualification.
- Appropriate learning aids such as visual material and equipment, case studies, forms, checklists, etc.

Human Resource Requirements:

- Facilitator with extensive knowledge of the landscaping industry qualified and registered as a facilitator; with 3 years' experience in supervision facilitation.
- Facilitator/ Learner ratio not to exceed a ratio of 1:25.
- Registered assessor with 3 years' experience in landscaping.

Legal Requirements:

- Legally compliant venue, (i.e. fire protection devices, OHS and other legislation).
- Code of Conduct

3.4 Exemptions

4. 611304002-PM-04, Maintain and develop displays, merchandising, general appearance and promoting garden centre standards, NQF Level 3, Credits 6

4.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to

The learner will be required to:

- PM-04-PS01: Ensure the tidiness and cleanliness of all public areas of the garden centre and identify areas which do not contribute to garden centre aesthetics
- PM-04-PS02: Create displays according to a design and marketing principles
- PM-04-PS03: Identify the placement of promotional and general displays according to marketing principles and traffic flow principles
- PM-04-PS04: Keep all displays and signs in a presentable manner by replacing dead or damaged goods

4.2 Guidelines for Practical Skills

4.2.1. PM-04-PS01: Ensure the tidiness and cleanliness of all public areas of the garden centre and identify areas which do not contribute to garden centre aesthetics

Scope of Practical Skill

Given visual material (DVD or photos) on garden centre appearance, the learner will the learner must be able to:

- PA0101 Identify areas of improvement and untidiness
- PA0102 Identify areas complying with retail industry standards
- PA0103 Recommend alternatives solutions or actions
- PA0104 Compile a daily checklist to apply for self-assessment and reporting in the workplace

Applied Knowledge

- AK0101 Techniques for building a display
- AK0102 The importance of marketing techniques and relevance of displays
- AK0103 Techniques to read and interpret a floor plan
- AK0104 Understanding the relevance of placing displays in appropriate places using the floor plan
- AK0105 Techniques to interpret a design

Internal Assessment Criteria

- IAC0101 Evaluate daily checklist for practicality, achievability and compliance to retail industry standards

4.2.2. PM-04-PS02: Create displays according to a design and marketing principles

Scope of Practical Skill

Given a worksheet or design of a display, the learner will the learner must be able to:

- PA0201 Read and interpret the design and theme of the display
- PA0202 Identify the product to be displayed
- PA0203 Identify the cross merchandising products
- PA0204 Build the display by taking into account visual appeal by using the identified product and cross merchandising product identified above
- PA0205 Install the point-of-sale

Applied Knowledge

- AK0201 Techniques for building a display
- AK0202 The importance of marketing techniques and relevance of displays
- AK0203 Techniques to read and interpret a floor plan

- AK0204 Understanding the relevance of placing displays in appropriate places using the floor plan
- AK0205 Techniques to interpret a design

Internal Assessment Criteria

- IAC0201 Mark worksheets or display-assessment sheets

4.2.3. PM-04-PS03: Identify the placement of promotional and general displays according to marketing principles and traffic flow principles

Scope of Practical Skill

Given a garden center floor plan, the learner will the learner must be able to:

- PA0301 Draw the optimal traffic flow on the floor plan
- PA0302 Allocate the positioning of promotional and general displays
- PA0303 Identify the hot spot and cross merchandising positions
- PA0304 Consider traffic flow in order to achieve optimum sales

Applied Knowledge

- AK0301 Techniques for building a display
- AK0302 The importance of marketing techniques and relevance of displays
- AK0303 Techniques to read and interpret a floor plan
- AK0304 Understanding the relevance of placing displays in appropriate places using the floor plan
- AK0305 Techniques to interpret a design

Internal Assessment Criteria

- IAC0301 Test an understanding of the difference between promotional and general displays
- IAC0302 Test an understanding of traffic flow
- IAC0303 Evaluate the floor plan with traffic flow and positioning for appropriateness

4.2.4. PM-04-PS04: Keep all displays and signs in a presentable manner by replacing dead or damaged goods

Scope of Practical Skill

Given images of displays in various conditions, the learner will the learner must be able to:

- PA0401 Identify that the point-of-sale is correct and legible and presentable
- PA0402 Identify that the plant material is still relevant to the display
- PA0403 Identify the quality of the products in the display are of good standards

- PA0404 Replenish the display to keep it visually appealing by identifying the stock levels and cross merchandising
- PA0405 Create a report on the findings

Applied Knowledge

- AK0401 Techniques for building a display
- AK0402 The importance of marketing techniques and relevance of displays
- AK0403 Techniques to read and interpret a floor plan
- AK0404 Understanding the relevance of placing displays in appropriate places using the floor plan
- AK0405 Techniques to interpret a design

Internal Assessment Criteria

- IAC0401 Evaluate a written report on the findings for compliance to the design and marketing principles

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Access to a garden centre.
- Access to appropriate facilities (conducive environment): (Large room Table and chairs, space for group activities, good light, good ventilation, electricity, ablution, security, OHS).
- Learning material aligned to the qualification.
- Appropriate learning aids such as visual material and equipment, case studies, forms, checklists, etc.

Human Resource Requirements:

- Facilitator with extensive knowledge of the landscaping industry, qualified and registered as a facilitator; with 3 years' experience in supervision facilitation
- Facilitator/ Learner ratio not to exceed a ratio of 1:25.
- Registered assessor with 3 years' experience in landscaping.

Legal Requirements:

- Legally compliant venue, (i.e. fire protection devices, OHS and other legislation).
- Code of Conduct.

4.4 Exemptions

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

- 611304002-WM-01, Green and hard stock maintenance processes, NQF Level 3, Credits 17
- 611304002-WM-02, Customer care processes, NQF Level 3, Credits 16
- 611304002-WM-03, Garden centre work team productivity, NQF Level 3, Credits 10
- 611304002-WM-04, Garden centre layout and aesthetics, NQF Level 3, Credits 7

1. 611304002-WM-01, Green and hard stock maintenance processes, NQF Level 3, Credits 17

1.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain experience in the supervision of plant care and maintenance activities and merchandising hard and green stock in the Garden Centre whilst working as part of a team in the peak season of the business

The learner will be required to:

- WM-01-WE01: Maintain stock levels of green and hard goods in a garden centre
- WM-01-WE02: Receive and report on green and hard goods in a garden centre
- WM-01-WE03: Control the quality of the labelling activities and confirm floor price
- WM-01-WE04: Merchandise received stock
- WM-01-WE05: Inspect and apply all plant care activities and cleaning of hard goods to maintain the quality of goods
- WM-01-WE06: Record and report on wastage, shrinkage and own use of products
- WM-01-WE07: Identify stock shortages and react appropriately

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Maintain stock levels of green and hard goods in a garden centre

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Take stock and compare it to stock levels and promotional activities and request replenishments in three different green goods sections. Repeat the process three times in each section
- WA0102 Take stock and compare it to stock levels and promotional activities and request replenishments in three different hard goods sections. Repeat the process three times in each section

Supporting Evidence

- SE0101 Stock sheet

1.2.2. WM-01-WE02: Receive and report on green and hard goods in a garden centre

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Receive at least ten deliveries of green goods accounting for quality and quantity and completing all records and paper work
- WA0202 Receive at least three deliveries of outdoor hard goods accounting for quality and quantity and completing all records and paper work
- WA0203 Receive at least three deliveries of chemicals accounting for quality and quantity and completing all records and paper work and comply with correct storage and handling
- WA0204 Receive at least three deliveries of gift goods accounting for quality and quantity and completing all records and paper work
- WA0205 Receive at least three deliveries of organic goods accounting for quality and quantity and completing all records and paper work

Supporting Evidence

- SE0201 Delivery note or invoice
- SE0202 Copies of return notes

1.2.3. WM-01-WE03: Control the quality of the labelling activities and confirm floor price

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0301 Request the printing of the labels and apply the labels to the product related to the above specified deliveries
- WA0302 Label received goods
- WA0303 Apply labels according labelling procedures of all products related to above deliveries
- WA0304 Confirm floor price and report on discrepancies and reprint more labels related to the above specified deliveries

Supporting Evidence

- SE0301 Request form
- SE0302 Photographic evidence

1.2.4. WM-01-WE04: Merchandise received stock

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0401 Prepare shelf and floor space for received stock on a daily basis for a period of a week
- WA0402 Distribute stock according to prescribed sections of the garden centre
- WA0403 Fill shelves and floor sections according to the garden centre layout of green goods and hard goods on a daily basis for a period of a week

Supporting Evidence

- SE0401 Photographic evidence

1.2.5. WM-01-WE05: Inspect and apply all plant care activities and cleaning of hard goods to maintain the quality of goods

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0501 Maintain the condition and quality of all plants in all plant sections of the garden centre by supervising watering, pruning, feeding, spraying activities for a period of 10 days per section (indoor-, outdoor- and bedding-) according to workplace targets and industry standards
- WA0502 Remove dead plants according to procedures for a period of 10 days per section (indoor-, outdoor- and bedding-)
- WA0503 Inspect for diseased, pest infected or poor quality plants and remove and nurture to enhance quality and appearance for a period of 10 days per section (indoor-, outdoor- and bedding-)
- WA0504 Clean hard goods to maintain aesthetic appearance on a daily basis for a period of 3 days in each hard good section (garden care, landscape products and organic) of the garden centre
- WA0505 Store chemical products according to legislation. Repeat twice
- WA0506 Remove damaged and broken stock according to procedures for a period of 3 days in each hard good section (garden care, landscape products and organic) of the garden centre
- WA0507 Replace packaging according to procedures for a period of 3 days in each hard good section (garden care, landscape products and organic) of the garden centre
- WA0508 Apply the requirements of the Occupational Health and Safety legislation

Supporting Evidence

- SE0501 Task completion sheets
- SE0502 Plant care checklist
- SE0503 Spraying schedule
- SE0504 Feeding schedule
- SE0505 Chemical Store logbook

1.2.6. WM-01-WE06: Record and report on wastage, shrinkage and own use of products

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0601 Minimize wastage, shrinkage and own use of products by ensuring compliance with procedures and consistent supervision and report on a weekly basis for 4 consecutive weeks

Supporting Evidence

- SE0601 Write-off report

1.2.7. WM-01-WE07: Identify stock shortages and react appropriately

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0701 Anticipate stock shortages and place re-order with management on a weekly basis for 4 consecutive weeks in each hard and greed good section (garden care, landscape products and organic, indoor, outdoor and beds) of the garden centre
- WA0702 Identify peak periods according to seasons and trends and request orders on a weekly basis for 4 consecutive weeks in each hard and greed good section (garden care, landscape products and organic, indoor, outdoor and beds) of the garden centre

Supporting Evidence

- SE0701 Request form

1.3 Contextualised Workplace Knowledge

1 Company policies and procedures

2 Plant species specific knowledge

3 Recording and reporting formats and forms

4 Delivery note or invoice

5 Occupational Health and Safety compliance

6 Insect and disease specific knowledge

1.4 Criteria for Workplace Approval

Physical Requirements:

Human Resource Requirements:

Legal Requirements:

1.5 Additional Assignments to be Assessed Externally

2. 611304002-WM-02, Customer care processes, NQF Level 3, Credits 16

2.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

gain experience in front-of-house operation of the garden centre and monitoring the activities of the floor staff and interaction with customers whilst working as part of a team in the peak season of the business

The learner will be required to:

- WM-02-WE01: Encourage good interaction between sales team members and customer
- WM-02-WE02: Work at the information kiosk conveying specialized horticultural knowledge in response to customer or staff queries which may be telephonic
- WM-02-WE03: Supervise the pay point areas

2.2 Guidelines for Work Experiences

2.2.1. WM-02-WE01: Encourage good interaction between sales team members and customer

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Inform sales team about the promotions and seasonal products for a period of 3 months
- WA0102 Direct customers to correct section and allocate to a sales person for a period of 3 months
- WA0103 Monitor sales team-customer interaction for a period of 3 months for a period of 3 months
- WA0104 Eliminate customer friction and improve the flow of service whereby increasing return-customers and basket size for a period of 3 months
- WA0105 Promote work ethics and code of conduct for a period of 3 months
- WA0106 Promote a positive business image for a period of 3 months

Supporting Evidence

- SE0101 Loyalty programmes
- SE0102 Values, code of conduct
- SE0103 Roles, responsibilities and accountability
- SE0104 Consumer Protection Act
- SE0105 Point-of-sale systems

2.2.2. WM-02-WE02: Work at the information kiosk conveying specialized horticultural knowledge in response to customer or staff queries which may be telephonic

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Provide background information on horticultural products to a minimum of 10 clients on 5 products
- WA0202 Man the information kiosk or front of house for a period of 5 hours per week during week and week-ends on for a period of 4 months during peak trading period
- WA0203 Compile a weekly list of frequently asked questions and the answers thereof for a period of 3 months
- WA0204 Reference information using the library, care cards or Google during above period
- WA0205 Identify plant material or diseases from a sample using horticultural knowledge and reference material during above period
- WA0206 Access information on the garden centre point-of-sales system including price look-up and stock availability for 3 months
- WA0207 Record a customer request on a system (book, electronic) and follow through to completion during above period

Supporting Evidence

- SE0201 Log of time worked in the kiosk or front-of-house
- SE0202 Number of customers helped
- SE0203 List of frequently asked questions and the answers thereof
- SE0204 Customer request book

2.2.3. WM-02-WE03: Supervise the pay point areas

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0301 Perform opening till procedures each morning for a period of 2 months according to the point-of-sale system
- WA0302 Set up and float and maintain change levels throughout the day for 2 months
- WA0303 Keep the till point merchandising is up to standard by performing daily maintenance of merchandising area for a period of 2 months
- WA0304 Handle point-of-sales queries according to the policy of the workplace for an hour a day for a period of 2 months
- WA0305 Perform day-end procedures including preparing the float for a period of 2 months
- WA0306 Resolve or hand over and record conflict related issues with customer queries over a period of 2 months
- WA0307 Arrange and schedule deliveries for customers according to the company policy over a period of 2 months according to customer demand

Supporting Evidence

- SE0301 Workplace logbook
- SE0302 List of resolved customer queries in conflict and difficult situations

2.3 Contextualised Workplace Knowledge

1 Loyalty programmes

2 Values, code of conduct

3 Roles, responsibilities and accountability

4 Consumer Protection Act

5 Point-of-sale systems

2.4 Criteria for Workplace Approval

Physical Requirements:

Human Resource Requirements:

Legal Requirements:

2.5 Additional Assignments to be Assessed Externally

3. 611304002-WM-03, Garden centre work team productivity, NQF Level 3, Credits 10

3.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

gain experience in the communication to team members and management on plant care and maintenance activities as well as merchandising activities whilst working as part of a team in the peak season of the business

The learner will be required to:

- WM-03-WE01: Supervise different teams to perform the maintenance and merchandising activities in a garden centre (teams refer to sales team, front of house team, housekeeping and maintenance team)
- WM-03-WE02: Provide capacity building to enhance team performance and skills
- WM-03-WE03: Promoting wellbeing of the team members in the workplace

3.2 Guidelines for Work Experiences

3.2.1. WM-03-WE01: Supervise different teams to perform the maintenance and merchandising activities in a garden centre (teams refer to sales team, front of house team, housekeeping and maintenance team)

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Facilitate a morning meeting to pass the information of the day for a period of 3 months during week and week-ends
- WA0102 Motivate staff in order to achieve productivity by setting an example of work ethic for a period of 3 months during week and week-ends
- WA0103 Delegate work responsibilities for the day for a period of 3 months during week and week-ends
- WA0104 Organise lunch breaks, tea breaks by compiling a daily roster, and attendance register for a period of 3 months during week and week-ends
- WA0105 Perform a follow-up procedure at the end of the day to monitor performance and productivity for a period of 3 months during week and week-ends
- WA0106 Report to management on deviations from the roster and duties on a daily basis for a period of 2 months and thereafter on a weekly basis for the remaining 1 month during week and week-end situations

Supporting Evidence

- SE0101 Agenda for the meeting
- SE0102 Daily roster
- SE0103 Written or verbal instructions
- SE0104 Daily verbal report to management
- SE0105 Written incidents report

3.2.2. WM-03-WE02: Provide capacity building to enhance team performance and skills

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Coach team members where skills or knowledge is lacking and on new products and legislation on a daily basis for a period of 2 months
- WA0202 Identify training needs and implement training sessions when required on a daily basis for a period of 2 months

Supporting Evidence

- SE0201 Coaching report

3.2.3. WM-03-WE03: Promoting wellbeing of the team members in the workplace

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0301 Explaining company policy to team members to reduce conflict and clarify unrealistic expectations when they arise on a daily basis for a period of 2 months
- WA0302 Monitoring the conduciveness of the work place which is clean, tidy and meeting OHS requirements to enhance team productivity on a daily basis
- WA0303 Resolve and report on conflict when it arises within whole the period of work experience
- WA0304 Showing empathy towards the social and personal needs of the worker according to workplace policy and without compromising production targets

Supporting Evidence

- SE0301 Report on incidences of conflict

3.3 Contextualised Workplace Knowledge

1 Company policies and procedures

2 Values, code of conduct

3 Personal appearance

4 Organisational structures

5 Reporting structures

6 Recording and reporting formats and forms

7 Roles, responsibilities and accountability

8 Conditions of employment

3.4 Criteria for Workplace Approval

Physical Requirements:

Human Resource Requirements:

Legal Requirements:

3.5 Additional Assignments to be Assessed Externally

4. 611304002-WM-04, Garden centre layout and aesthetics, NQF Level 3, Credits 7

4.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

understand, develop and improve the standard of the overall appearance of the Garden Centre and customer expectation by improving customer flow, highlighting promotional products and driving volumes of sales whilst working as part of a team in the peak season of the business

The learner will be required to:

- WM-04-WE01: Build product and promotional related displays according to plan or design

- WM-04-WE02: Set up and maintain promotional and sectional signage
- WM-04-WE03: Inspect and supervise the maintenance of cleanliness and tidiness of all public areas of the garden centre by applying housekeeping procedures

4.2 Guidelines for Work Experiences

4.2.1. WM-04-WE01: Build product and promotional related displays according to plan or design

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Generate and apply point-of-sale signage for least three promotional displays of green goods and hard goods, of which two should be of multiple products
- WA0102 Identify the location and hot spot of the display for at least three promotional displays of green goods and hard goods, of which two should be of multiple products
- WA0103 Identify and add cross merchandising of related products for at least three promotional displays of green goods and hard goods, of which two should be of multiple products
- WA0104 Select quality products or items for at least three promotional displays of green goods and hard goods, of which two should be of multiple products
- WA0105 Construct the promotion display applying innovative and creative application of general aesthetic principles for at least three promotional displays of green goods and hard goods, of which two should be of multiple products
- WA0106 Maintain the display related to quality and set stock levels and general appearance for the duration of the promotion for at least three promotional displays of green goods and hard goods, of which two should be of multiple products

Supporting Evidence

- SE0101 Photographic evidence of green good displays
- SE0102 Photographic evidence of hard good displays

4.2.2. WM-04-WE02: Set up and maintain promotional and sectional signage

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Inspect and maintain the garden centre on a daily basis to make sure that the temporary, seasonal or promotional signs are up to prescribed standard
- WA0202 Report on signage conditions
- WA0203 Maintain relevance of the sectional and directional signage
- WA0204 Request and install signage to raise awareness and highlight a product in different departments e.g. for new releases and seasonal stock
- WA0205 Inspect and update the silent salesmen
- WA0206 For a period of two months

Supporting Evidence

- SE0201 Photographic evidence
- SE0202 Mentor evaluation

4.2.3. WM-04-WE03: Inspect and supervise the maintenance of cleanliness and tidiness of all public areas of the garden centre by applying housekeeping procedures

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0301 Inspect and evaluate the tidiness and cleanliness of the nursery and public areas (e.g. parking, rest rooms, pathways, sections, perimeter gardens) according to the nursery standards and requirements using a checklist on a daily basis for 2 months
- WA0302 Remove and replace all dead plants
- WA0303 Allocate tasks to work team to correct all deviations from the housekeeping standards

Supporting Evidence

- SE0301 Mentor Evaluation

4.3 Contextualised Workplace Knowledge

1 Garden centre standards

2 Garden centre lay-out

3 Garden centre policies and procedures

4 Product knowledge

5 Seasonal experience and standards

6 Industry trends and market influence

4.4 Criteria for Workplace Approval

Physical Requirements:

Human Resource Requirements:

Legal Requirements:

4.5 Additional Assignments to be Assessed Externally

SECTION 4: STATEMENT OF WORK EXPERIENCE

Curriculum Number:	611304002
Curriculum Title:	Garden Centre Supervisor

Learner Details	
Name:	
ID Number:	

Employer Details	
Company Name:	
Address:	
Supervisor Name:	
Work Telephone:	
E-Mail:	

611304002-WM-01, Green and hard stock maintenance processes, NQF Level 3, Credits 17

WM-01-WE01	Maintain stock levels of green and hard goods in a garden centre		
	Scope Work Experience	Date	Signature
WA0101	Take stock and compare it to stock levels and promotional activities and request replenishments in three different green goods sections. Repeat the process three times in each section		
WA0102	Take stock and compare it to stock levels and promotional activities and request replenishments in three different hard goods sections. Repeat the process three times in each section		
	Supporting Evidence	Date	Signature
SE0101	Stock sheet		
WM-01-WE02	Receive and report on green and hard goods in a garden centre		
	Scope Work Experience	Date	Signature
WA0201	Receive at least ten deliveries of green goods accounting for quality and quantity and completing all records and paper work		
WA0202	Receive at least three deliveries of outdoor hard goods accounting for quality and quantity and completing all records and paper work		
WA0203	Receive at least three deliveries of chemicals accounting for quality and quantity and completing all records and paper work and comply with correct storage and handling		
WA0204	Receive at least three deliveries of gift goods accounting for quality and quantity and completing all records and paper work		
WA0205	Receive at least three deliveries of organic goods accounting for quality and quantity and completing all records and paper work		

	Supporting Evidence	Date	Signature
SE0201	Delivery note or invoice		
SE0202	Copies of return notes		
WM-01-WE03	Control the quality of the labeling activities and confirm floor price		
	Scope Work Experience	Date	Signature
WA0301	Request the printing of the labels and apply the labels to the product related to the above specified deliveries		
WA0302	Label received goods		
WA0303	Apply labels according labeling procedures of all products related to above deliveries		
WA0304	Confirm floor price and report on discrepancies and reprint more labels related to the above specified deliveries		
	Supporting Evidence	Date	Signature
SE0301	Request form		
SE0302	Photographic evidence		
WM-01-WE04	Merchandise received stock		
	Scope Work Experience	Date	Signature
WA0401	Prepare shelf and floor space for received stock on a daily basis for a period of a week		
WA0402	Distribute stock according to prescribed sections of the garden centre		
WA0403	Fill shelves and floor sections according to the garden centre layout of green goods and hard goods on a daily basis for a period of a week		
	Supporting Evidence	Date	Signature
SE0401	Photographic evidence		

WM-01-WE05	Inspect and apply all plant care activities and cleaning of hard goods to maintain the quality of goods		
	Scope Work Experience	Date	Signature
WA0501	Maintain the condition and quality of all plants in all plant sections of the garden centre by supervising watering, pruning, feeding, spraying activities for a period of 10 days per section (indoor-, outdoor- and bedding-) according to workplace targets and industry standards		
WA0502	Remove dead plants according to procedures for a period of 10 days per section (indoor-, outdoor- and bedding-)		
WA0503	Inspect for diseased, pest infected or poor quality plants and remove and nurture to enhance quality and appearance for a period of 10 days per section (indoor-, outdoor- and bedding-)		
WA0504	Clean hard goods to maintain aesthetic appearance on a daily basis for a period of 3 days in each hard good section (garden care, landscape products and organic) of the garden centre		
WA0505	Store chemical products according to legislation. Repeat twice		
WA0506	Remove damaged and broken stock according to procedures for a period of 3 days in each hard good section (garden care, landscape products and organic) of the garden centre		
WA0507	Replace packaging according to procedures for a period of 3 days in each hard good section (garden care, landscape products and organic) of the garden centre		
WA0508	Apply the requirements of the Occupational Health and Safety legislation		
	Supporting Evidence	Date	Signature
SE0501	Task completion sheets		
SE0502	Plant care checklist		

SE0503	Spraying schedule		
SE0504	Feeding schedule		
SE0505	Chemical Store logbook		
WM-01-WE06	Record and report on wastage, shrinkage and own use of products		
	Scope Work Experience	Date	Signature
WA0601	Minimize wastage, shrinkage and own use of products by ensuring compliance with procedures and consistent supervision and report on a weekly basis for 4 consecutive weeks		
	Supporting Evidence	Date	Signature
SE0601	Write-off report		
WM-01-WE07	Identify stock shortages and react appropriately		
	Scope Work Experience	Date	Signature
WA0701	Anticipate stock shortages and place re-order with management on a weekly basis for 4 consecutive weeks in each hard and greed good section (garden care, landscape products and organic, indoor, outdoor and beds) of the garden centre		
WA0702	Identify peak periods according to seasons and trends and request orders on a weekly basis for 4 consecutive weeks in each hard and greed good section (garden care, landscape products and organic, indoor, outdoor and beds) of the garden centre		
	Supporting Evidence	Date	Signature
SE0701	Request form		

	Contextualised Workplace Knowledge	Date	Signature

1	Company policies and procedures		
2	Plant species specific knowledge		
3	Recording and reporting formats and forms		
4	Delivery note or invoice		
5	Occupational Health and Safety compliance		
6	Insect and disease specific knowledge		

	Additional Assignments to be Assessed Externally	Date	Signature

611304002-WM-02, Customer care processes, NQF Level 3, Credits 16

WM-02-WE01	Encourage good interaction between sales team members and customer		
	Scope Work Experience	Date	Signature
WA0101	Inform sales team about the promotions and seasonal products for a period of 3 months		
WA0102	Direct customers to correct section and allocate to a sales person for a period of 3 months		
WA0103	Monitor sales team-customer interaction for a period of 3 months for a period of 3 months		
WA0104	Eliminate customer friction and improve the flow of service whereby increasing return-customers and basket size for a period of 3 months		
WA0105	Promote work ethics and code of conduct for a period		

	of 3 months		
WA0106	Promote a positive business image for a period of 3 months		
	Supporting Evidence	Date	Signature
SE0101	Loyalty programmes		
SE0102	Values, code of conduct		
SE0103	Roles, responsibilities and accountability		
SE0104	Consumer Protection Act		
SE0105	Point-of-sale systems		
WM-02-WE02	Work at the information kiosk conveying specialized horticultural knowledge in response to customer or staff queries which may be telephonic		
	Scope Work Experience	Date	Signature
WA0201	Provide background information on horticultural products to a minimum of 10 clients on 5 products		
WA0202	Man the information kiosk or front of house for a period of 5 hours per week during week and week-ends on for a period of 4 months during peak trading period		
WA0203	Compile a weekly list of frequently asked questions and the answers thereof for a period of 3 months		
WA0204	Reference information using the library, care cards or Google during above period		
WA0205	Identify plant material or diseases from a sample using horticultural knowledge and reference material during above period		
WA0206	Access information on the garden centre point-of-sales system including price look-up and stock availability for 3 months		
WA0207	Record a customer request on a system (book, electronic) and follow through to completion during		

	above period		
	Supporting Evidence	Date	Signature
SE0201	Log of time worked in the kiosk or front-of-house		
SE0202	Number of customers helped		
SE0203	List of frequently asked questions and the answers thereof		
SE0204	Customer request book		
WM-02-WE03	Supervise the pay point areas		
	Scope Work Experience	Date	Signature
WA0301	Perform opening till procedures each morning for a period of 2 months according to the point-of-sale system		
WA0302	Set up and float and maintain change levels throughout the day for 2 months		
WA0303	Keep the till point merchandising is up to standard by performing daily maintenance of merchandising area for a period of 2 months		
WA0304	Handle point-of-sales queries according to the policy of the workplace for an hour a day for a period of 2 months		
WA0305	Perform day-end procedures including preparing the float for a period of 2 months		
WA0306	Resolve or hand over and record conflict related issues with customer queries over a period of 2 months		
WA0307	Arrange and schedule deliveries for customers according to the company policy over a period of 2 months according to customer demand		
	Supporting Evidence	Date	Signature
SE0301	Workplace logbook		

SE0302	List of resolved customer queries in conflict and difficult situations		

	Contextualised Workplace Knowledge	Date	Signature
1	Loyalty programmes		
2	Values, code of conduct		
3	Roles, responsibilities and accountability		
4	Consumer Protection Act		
5	Point-of-sale systems		

	Additional Assignments to be Assessed Externally	Date	Signature

611304002-WM-03, Garden centre work team productivity, NQF Level 3, Credits 10

WM-03-WE01	Supervise different teams to perform the maintenance and merchandising activities in a garden centre (teams refer to sales team, front of house team, housekeeping and maintenance team)		
	Scope Work Experience	Date	Signature
WA0101	Facilitate a morning meeting to pass the information of the day for a period of 3 months during week and week-ends		
WA0102	Motivate staff in order to achieve productivity by setting an example of work ethic for a period of 3 months during week and week-ends		
WA0103	Delegate work responsibilities for the day for a period		

	of 3 months during week and week-ends		
WA0104	Organise lunch breaks, tea breaks by compiling a daily roster, and attendance register for a period of 3 months during week and week-ends		
WA0105	Perform a follow-up procedure at the end of the day to monitor performance and productivity for a period of 3 months during week and week-ends		
WA0106	Report to management on deviations from the roster and duties on a daily basis for a period of 2 months and thereafter on a weekly basis for the remaining 1 month during week and week-end situations		
	Supporting Evidence	Date	Signature
SE0101	Agenda for the meeting		
SE0102	Daily roster		
SE0103	Written or verbal instructions		
SE0104	Daily verbal report to management		
SE0105	Written incidents report		
WM-03-WE02	Provide capacity building to enhance team performance and skills		
	Scope Work Experience	Date	Signature
WA0201	Coach team members where skills or knowledge is lacking and on new products and legislation on a daily basis for a period of 2 months		
WA0202	Identify training needs and implement training sessions when required on a daily basis for a period of 2 months		
	Supporting Evidence	Date	Signature
SE0201	Coaching report		
WM-03-WE03	Promoting wellbeing of the team members in the workplace		

	Scope Work Experience	Date	Signature
WA0301	Explaining company policy to team members to reduce conflict and clarify unrealistic expectations when they arise on a daily basis for a period of 2 months		
WA0302	Monitoring the conduciveness of the work place which is clean, tidy and meeting OHS requirements to enhance team productivity on a daily basis		
WA0303	Resolve and report on conflict when it arises within whole the period of work experience		
WA0304	Showing empathy towards the social and personal needs of the worker according to workplace policy and without compromising production targets		
	Supporting Evidence	Date	Signature
SE0301	Report on incidences of conflict		

	Contextualised Workplace Knowledge	Date	Signature
1	Company policies and procedures		
2	Values, code of conduct		
3	Personal appearance		
4	Organisational structures		
5	Reporting structures		
6	Recording and reporting formats and forms		
7	Roles, responsibilities and accountability		
8	Conditions of employment		

	Additional Assignments to be Assessed Externally	Date	Signature

611304002-WM-04, Garden centre layout and aesthetics, NQF Level 3, Credits 7

WM-04-WE01	Build product and promotional related displays according to plan or design		
	Scope Work Experience	Date	Signature
WA0101	Generate and apply point-of-sale signage for least three promotional displays of green goods and hard goods, of which two should be of multiple products		
WA0102	Identify the location and hot spot of the display for at least three promotional displays of green goods and hard goods, of which two should be of multiple products		
WA0103	Identify and add cross merchandising of related products for at least three promotional displays of green goods and hard goods, of which two should be of multiple products		
WA0104	Select quality products or items for at least three promotional displays of green goods and hard goods, of which two should be of multiple products		
WA0105	Construct the promotion display applying innovative and creative application of general aesthetic principles for at least three promotional displays of green goods and hard goods, of which two should be of multiple products		
WA0106	Maintain the display related to quality and set stock levels and general appearance for the duration of the promotion for at least three promotional displays of green goods and hard goods, of which two should be of multiple products		
	Supporting Evidence	Date	Signature

SE0101	Photographic evidence of green good displays		
SE0102	Photographic evidence of hard good displays		
WM-04-WE02	Set up and maintain promotional and sectional signage		
	Scope Work Experience	Date	Signature
WA0201	Inspect and maintain the garden centre on a daily basis to make sure that the temporary, seasonal or promotional signs are up to prescribed standard		
WA0202	Report on signage conditions		
WA0203	Maintain relevance of the sectional and directional signage		
WA0204	Request and install signage to raise awareness and highlight a product in different departments e.g. for new releases and seasonal stock		
WA0205	Inspect and update the silent salesmen		
WA0206	For a period of two months		
	Supporting Evidence	Date	Signature
SE0201	Photographic evidence		
SE0202	Mentor evaluation		
WM-04-WE03	Inspect and supervise the maintenance of cleanliness and tidiness of all public areas of the garden centre by applying housekeeping procedures		
	Scope Work Experience	Date	Signature
WA0301	Inspect and evaluate the tidiness and cleanliness of the nursery and public areas (e.g. parking, rest rooms, pathways, sections, perimeter gardens) according to the nursery standards and requirements using a checklist on a daily basis for 2 months		
WA0302	Remove and replace all dead plants		

WA0303	Allocate tasks to work team to correct all deviations from the housekeeping standards		
	Supporting Evidence	Date	Signature
SE0301	Mentor Evaluation		

	Contextualised Workplace Knowledge	Date	Signature
1	Garden centre standards		
2	Garden centre lay-out		
3	Garden centre policies and procedures		
4	Product knowledge		
5	Seasonal experience and standards		
6	Industry trends and market influence		

	Additional Assignments to be Assessed Externally	Date	Signature