	External Assessment Specifications Document		
Curriculum Code	**Qualification Title**	**NQF Level**	**Logo**
611304002	**Occupational Certificate: Nursery Person (Garden Centre Supervisor)**	**3**	

	Name	Email	Phone	Logo
Assessment Quality Partner	**AgriSETA**	**onicca@agriseta.co.za**	**0123015600**	

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DQP Representative Signature **Date**

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AQP Representative Signature **Date**

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1 ASSESSMENT STRATEGY

1.1 Assessment Model

The external summative assessment will be a written assessment. The written assessment will be conducted at an assessment centre registered by the QCTO and conducted by an assessor registered by the AQP

1.2 Qualification Purpose

The purpose of this qualification is to prepare a learner to operate as a Garden Centre Supervisor

A Garden Centre Supervisor Implements and coordinates retail activities and horticultural practices in a garden centre environment

A qualified learner will be able to:

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

1.3 Assessment Standards

1.3.1 Assessment Standards for the Qualification

Integrated Assessment Focus Area 1

Apply sound written and verbal communication skills when dealing with customers, members of the work team and management. (15%)

Associated Assessment Criteria

- Reporting to management on work responsibilities is accurate and timely.
- Signage is correctly designed, placed and maintained.
- Professional customer relations are maintained through providing correct information, professional appearance, positive attitude and demeanour and conflict resolution.
- Instructions to team members are clear, succinct and well understood.
- Coaching techniques are applied when correcting team members

Integrated Assessment Focus Area 2

Apply horticultural knowledge to plant care. (20%)

Associated Assessment Criteria

- Plant requirements are met by creating optimum growing conditions.
- Plants are placed in the correct sections according to their characteristics.

- Pest and disease control is exercised to maintain healthy plants.

Integrated Assessment Focus Area 3

Provide the correct product range to satisfy customer needs. (5%)

Associated Assessment Criteria

- Identify customer needs and provide solutions or options.
- Cross merchandising is matched to the related products.

Integrated Assessment Focus Area 4

Identify hard and green goods in a garden centre. (10%)

Associated Assessment Criteria

- Plants are correctly identified and their characteristics are explained.
- Hard goods are correctly identified and their characteristics and uses are explained.

Integrated Assessment Focus Area 5

Supervise a worker team and apply supervisory skills to achieve targets. (20%)

Associated Assessment Criteria

- The team is motivated and managed to enhance productivity.
- Leadership is provided through empathic interaction with the team and management.
- Weekly / daily tasks are set according to schedule and monitored and achieved.

Integrated Assessment Focus Area 6

Sell a range of products to enhance the customer experience and increase profits. (5%)

Associated Assessment Criteria

- The Point-of-sales technology is utilized and front of house is managed effectively.
- Sales techniques are applied to meet the customer needs and improve the bottom line.
- Staff is coached in sales techniques to improve customer experience and bottom line.

Integrated Assessment Focus Area 7

Demonstrate good housekeeping practices. (5%)

Associated Assessment Criteria

- The garden centre appearance is enhanced by good cleanliness, tidiness and is organized.
- All surfaces, equipment and merchandise are maintained according to the standards of the competition form.

Integrated Assessment Focus Area 8

Present and merchandise products in a garden centre. (10%)

Associated Assessment Criteria

- A variety of innovative ways to display merchandise is presented.
- Promotional displays are planned and executed to enhance sales.
- Space is used effectively in the garden centre to promote traffic flow and stock visibility.

Integrated Assessment Focus Area 9

Manage stock. (10%)

Associated Assessment Criteria

- Stock levels are maintained according to customer needs or garden centre requirements.
- Information on trends and seasonal products are applied when ordering stock.
- The receiving of stock is done in accordance with financial best practices including quantity and quality.

1.3.2 Assessment Standards for Phases

None

1.3.3 Assessment Standards for Part Qualifications

None

2 ASSIGNMENTS TO BE EVALUATED EXTERNALLY

None

3 CRITICAL ASPECTS OF THE INTERNAL ASSESSMENTS TO BE ASSESSED EXTERNALLY

- None

4 CRITERIA FOR THE REGISTRATION OF ASSESSORS

- The assessor must be a registered assessor with a horticultural qualification or equivalent of at least two levels above this qualification and at least 5 years experience in a garden centre in a management capacity. If the person has no qualification, experience of 10 years in a garden centre environment of which 5 years will be in a management capacity.

5 FOUNDATIONAL LEARNING

Foundational learning competence is a pre-requisite for accessing External Integrated Summative Assessment.

6 ELIGIBILITY REQUIREMENTS FOR THE EXTERNAL ASSESSMENT

In order to qualify for the external summative assessment learners must have a copy of a completed and signed Statement of Work Experience as well as proof of successful completion of the following subjects and modules or alternative programmes where applicable.

6.1 Qualification

	Proof of Knowledge Modules			***OR***			***Proof of Alternative Programmes***	
Number	***Title***	***NQF Level***	***Credits***		***Number***	***Title***	***NQF Level***	***Credits***
611304002-KM-01	Garden Centre Customer Care, Advice and Sales	3	6					
611304002-KM-02	Garden Centre Aesthetics, Displays and Merchandising	3	8					
611304002-KM-03	Plant Care, Plant Identification and Product Knowledge in the Garden Centre Environment	3	6					
611304002-KM-04	Supervision for the Garden Centre Supervisor	3	8					

	Proof of Practical Skill Modules			***OR***			***Proof of Alternative Programmes***	
Number	***Title***	***NQF Level***	***Credits***		***Number***	***Title***	***NQF Level***	***Credits***

611304002-PM-01	Ordering, receiving, labeling, merchandising, maintaining and controlling quality of hard and green goods	3	6					
611304002-PM-02	Dealing with customer care and resolving issues	3	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	3	6					
611304002-PM-04	Maintain and develop displays, merchandising, general appearance and promoting garden centre standards	3	6					

And

Statement of Work experience

6.2 Phase 1

N/A

6.3 Part Qualification

None