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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED QUALIFICATION:

Occupational Certificate: Nursery Person (Garden Centre Supervisor)

SAQA QUAL ID	QUALIFICATION TITLE			
98925	Occupational Certificate: Nursery Person (Garden Centre Supervisor)			
ORIGINATOR				
Development Quality Partner - AgriSETA				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			**NQF SUB-FRAMEWORK**	
-			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	**FIELD**		**SUBFIELD**	
Occupational Certificate	Field 01 - Agriculture and Nature Conservation		Horticulture	
ABET BAND	**MINIMUM CREDITS**	**PRE-2009 NQF LEVEL**	**NQF LEVEL**	**QUAL CLASS**
Undefined	102	Not Applicable	NQF Level 03	Regular-ELOAC
REGISTRATION STATUS		**SAQA DECISION NUMBER**	**REGISTRATION START DATE**	**REGISTRATION END DATE**
Reregistered		EXCO 0425/24	2018-07-01	2025-12-30
LAST DATE FOR ENROLMENT		**LAST DATE FOR ACHIEVEMENT**		
2026-12-30		2029-12-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

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

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:
The purpose of this qualification is to prepare 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 hard and green goods and stock levels using product knowledge.
- Provide specialised horticultural knowledge with regard to customer care and resolve point-of-sale issues.
- Communicate with staff and management and organise garden centre activities in order to enhance productivity.
- Promote the aesthetic appearance of the garden centre.

Rationale:
It is of vital importance that the South African workforce in the ornamental horticultural sector be up-skilled to become more knowledgeable, efficient and productive. The skills gained through this qualification will ensure that quality ornamental plants are produced and marketed to consumers.
The qualification provides the opportunity for the learner at Level 3 to become conversant with the application of supervisory principles in the industry. One of the reasons why the above was targeted as one of the first qualifications to be developed in the primary agricultural sector, was because Supervision (as part of Management) had been identified as a Scarce and Critical skill in the AgriSETA sector skills plan and as such this project is in support of the national priorities of the AgriSETA.

The occupation Garden Centre Supervisor indicates that this learner would have progressed in his/her career in the garden centre industry as worker to team leader and is now ready for further career progression to the workplace position of supervisor.

This qualification provides learners with a comprehensive base of portable skills that will enable them to progress within all spheres of the horticultural industry. For those already employed in the industry, this qualification will offer learners the opportunity to hone their skills and receive recognition for their competencies.

The qualification includes the skills necessary to monitor and maintain health and safety in the garden centres while addressing the nutritional needs of plants, controlling common pests in the horticultural environment, attending to the basic maintenance of grassed areas and shaping plants to promote flowering.

A learner achieving this qualification will be able to work effectively and productively within garden centres within the field of horticulture. He/she will also be competent in supervising a team of workers as well as supervising the merchandising processes of the garden centre.

For those wishing to enter the industry, whether unemployed or as an Entrepreneur, this qualification offers a solid foundation in all aspects of the horticultural industry. This qualification represents a vital step in the development of a career and learning pathway of individuals, both from a vocational point of view, as well as from a learning point of view.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL):
RPL for access to the external integrated summative assessment: Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related Curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a Statement of Results or certifying a Work Experience Record.

RPL for access to the qualification: Accredited providers and approved workplaces may recognise prior learning against the relevant access requirements.

Entry Requirements:
- A minimum of two years' experience as garden centre worker; or a minimum of two years' experience as garden centre team leader; and Literacy and Numeracy equivalent to ABET 3.

RECOGNISE PREVIOUS LEARNING?

Y

QUALIFICATION RULES

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

Total number of credits for Knowledge Modules: 28.

Practical Skill Modules:
- 611304002-PM-01, Ordering, receiving, labelling, merchandising, maintaining and controlling quality of hard and green goods, at NQF Level 3, 6 Credits.
- 611304002-PM-02, Dealing with customer care and resolving issues, at NQF Level 3, 6 Credits.
- 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, at NQF Level 3, 6 Credits.
- 611304002-PM-04, Maintain and develop displays, merchandising, general appearance and promoting garden centre standards, at NQF Level 3, 6 Credits.

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, at NQF Level 3, 17 Credits.
- 611304002-WM-02, Customer care processes, at NQF Level 3, 16 Credits.
- 611304002-WM-03, Garden centre work team productivity, at NQF Level 3, 10 Credits.
- 611304002-WM-04, Garden centre layout and aesthetics, at NQF Level 3, 7 Credits.

Total number of credits for Work Experience Modules: 50.

EXIT LEVEL OUTCOMES

1. Apply sound written and verbal communication skills when dealing with customers, members of the work team and management.
2. Apply horticultural knowledge to plant care.
3. Provide the correct product range to satisfy customer needs.
4. Identify hard and green goods in a garden centre.
5. Supervise a worker team and apply supervisory skills to achieve targets.
6. Sell a range of products to enhance the customer experience and increase profits.
7. Demonstrate good housekeeping practices.

8. Present and merchandise products in a garden centre.
9. Manage stock.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:
- 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, concise and well understood.
- Coaching techniques are applied when correcting team members.

Associated Assessment Criteria for Exit Level Outcome 2:
- 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.

Associated Assessment Criteria for Exit Level Outcome 4:
- Plants are correctly identified and their characteristics are explained.
- Hard goods are correctly identified and their characteristics and uses are explained.

Associated Assessment Criteria for Exit Level Outcome 5:
- 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.

Associated Assessment Criteria for Exit Level Outcome 6:
- The point-of-sales technology is utilised 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.

Associated Assessment Criteria for Exit Level Outcome 7:
- The garden centre appearance is enhanced by cleanliness, tidiness and is organised.
- All surfaces, equipment and merchandise are maintained according to the standards of the competition form.

Associated Assessment Criteria for Exit Level Outcome 8:
- A variety of innovative ways to display merchandise are 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.

Associated Assessment Criteria for Exit Level Outcome 9:
- Stock levels are maintained according to customer needs or garden centre requirements.
- Information on trends and seasonal products is applied when ordering stock.
- The receiving of stock is done in accordance with financial best practices, including quantity and quality.

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

Integrated summative assessment:
An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality partner, is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria.

INTERNATIONAL COMPARABILITY

Australia was chosen for benchmarking because it has similar climatic zones and conditions to South Africa. Their horticultural industry is also well advanced and has recently undertaken a thorough study on the efficiency of all their qualifications in the horticultural sector. The Australian qualification used in the comparability study was Certificate III in Horticulture (Wholesale Nursery) Reference No. RTF30603.

The units of competence taken into account in this comparison included:
- RTC3805A Co-ordinate work site activities.
- RTF3026A Receive and dispatch plants and other nursery products.
- BSBEBUS304A Buy online.
- RTC3404A Control plant pests, diseases and disorders.
- RTC3704A Prepare and apply chemicals.
- RTC3705A Transport, handle and store chemicals.
- RTE3611A Operate pressurized irrigation systems.
- RTE3611A Maintain and monitor environmental work practices.
- RTE3819A Process customer complaints.
- RTF3020A Install and maintain interior plant displays.

- RTF3021A Maintain nursery plants.

In examining the above-mentioned qualification as part of the process of benchmarking and comparison, although they do not necessarily address the subjects from the same perspective, they do contain aspects relevant to those used in South Africa. It should be highlighted that the qualification submitted for registration does have a larger focus on supervisory activities, which is the focus of this qualification.

A second comparison was conducted using the BTEC Level 3 Diploma in Horticulture (UK). This qualification includes a comprehensive unit standard ‘ Undertake Retail Merchandising for the Land-based Sector’ which offers a range of Garden Centre activities, such as customer service, space layout, display systems, legislation, promotional methods and marketing strategies, the ordering of goods and stock control and storage methods. These aspects are all addressed in the South African qualification with similar emphasis.

In conclusion:
This qualification meets and in many instances exceeds the standards of training offered elsewhere in the world.

ARTICULATION OPTIONS

Horizontal Progression:
- Occupational Certificate: Nursery Person (Nursery Supervisor), Level 3.
- Occupational Certificate: Landscape Gardener (Landscaping Supervisor), Level 3..

Vertical Progression:
- Occupational Certificate: Horticultural Assistant Manager, Level 4.

MODERATION OPTIONS

N/A

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

Qualifying for 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 including Foundational Learning Competence.

Additional legal or physical entry requirements:
- None

Criteria for the accreditation of providers:
Accreditation of providers will be done against the criteria as reflected in the relevant Curriculum on the QCTO website.

The Curriculum title and code is: 611304002: Garden Centre Supervisor.

This qualification encompasses the following trades as recorded on the NLRD:
- This is not a trade.

Part Qualifications:
- None.

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

NONE

PROVIDERS CURRENTLY ACCREDITED TO OFFER THIS QUALIFICATION:

This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.

NONE

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