

Domain	WHOLESALE AND RETAIL FRONTLINE SUPERVISION	Unit ID: 2128
Title:	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	
Level: 3		Credits: 8

Purpose

This unit standard is intended for those who demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment. People credited with this unit standard are able to identify products and ranges in the store, identify product features, explain the benefits of product features, and explain post-purchase product care.

This unit standard is intended for people who carry out work in the wholesale and retail operations.

Special Notes

1. Entry information:
Prerequisite:
None
2. This unit standard is to be delivered and assessed in the context of Wholesale & Retail operations and should be assessed in conjunction with other relevant technical unit standards selected from this domain.
3. Assessment evidence may be collected from a real workplace, or simulated workplace in which wholesale and retail functions are carried out.
4. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, No. 11 of 2007
 - Occupational Health and Safety Regulations relating to employees at work schedule 1(1) Act 11 of 2007, Regulation No. 156, 1992)

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Identify products features and ranges in the store

Performance Criteria

- 1.1 Categories and ranges of products stocked by the organisation are identified according to the organisational inventory.
- 1.2 Range of products to be sold is identified according to the organisational sale inventory.

- 1.3 Location of products in the store is identified according to the store layout plan.
- 1.4 Product features are identified and described according to product specifications.
- 1.5 Products in a range are compared and contrasted in terms of features

Element 2: Show knowledge of the product

Performance Criteria

- 2.1 Product features are described in terms of their benefit to the end user.
- 2.2 Safe handling, use and storage requirements of the product are explained as per manufacturer’s specifications.
- 2.3 Add-ons and accessories are identified as they apply to the product.
- 2.4 Use, application and benefits of add-ons and accessories are explained in relation to the product.

Element 3: Explain post-purchase product care

Range

Product care includes, but is not limited to product assembly, correct use, storage, cleaning, and maintenance requirements.

Performance Criteria

- 3.1 After sales service and customer care options are explained according to manufacturer and organisational specifications.
- 3.2 Product guarantees and warranties are explained in line with manufacturer specifications and organisational procedures.
- 3.3 Product care is explained according to manufacturer's specifications.

Registration Data

Subfield:	Wholesale and Retail
Date first registered:	14 March 2019
Date this version registered:	14 March 2019
Anticipated review:	2024
Body responsible for review:	Namibia Training Authority