



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

The accredited Skills Programme: Shelf Filler (General Merchandiser) Stock Counter, NQF level 2, is an entry level occupational programme for individuals working in the wholesale and retail sector.

It covers knowledge and practical skills in marking merchandise and maintaining displays, maintaining stock for efficient supply chain management, counting stock and performing stocktake housekeeping functions according to set standards.

There is a strong focus on customer service and interacting with internal and external customers. Subject areas such as creating a positive organisational image through effective customer service, service standards, responding to enquiries appropriately and communicating with customers are covered.

## Target Audience

The skills programme is aimed primarily at individuals marking merchandise, maintaining displays and counting stock in wholesale and retail environments. In addition it gives these individuals fundamental customer service skills to carry out their roles

## Entry Requirements

- Competence in Numeracy and Literacy at NQF level 1.

## Additional Requirements

- You will need access to appropriate workplace activities to complete the practical components of the skills programme.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

## Wholesale & Retail

# Shelf Filler (General Merchandiser) Stock Counter

### W&RSETA Statement of Results

SP ID: 27/SP-883401/She2/00238

NQF Level: 2

Credits: 23

## Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Shelf Filler (General Merchandiser) Stock Counter, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the skills programme, you will be able to:

- Mark merchandise with labels, tickets and signage.
- Maintain displays and layouts.
- Maintain safety and housekeeping while merchandising.
- Use merchandise handling techniques.
- Prevent shrinkage and loss of merchandise.
- Understand the importance of maintaining stock records for supply chain efficiencies.
- Prepare for a stock count.
- Perform manual and electronic stock counts.
- Perform post stocktake housekeeping functions.
- Identify the standards needed for customer service.
- Present a positive image to customers.
- Respond to customer enquiries effectively.





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## Course Content

**SP: Shelf Filler (General Merchandiser) Stock Counter**  
Accreditation Body: W&RSETA

| SETA Skills Programme ID: 27/SP-833401/She2/00238

| NQF Level: 2 | Credits: 23

### Unit Standard 114903: Interact with Customers

- Identify the standards for customer service
- Present a positive image to a customer
- Respond to customer enquiries in a positive manner

### Unit Standard 114891: Count Stock for a Stocktake

- Prepare for a stock count
- Count stock
- Perform post stock count housekeeping functions

### Unit Standard 114906: Mark Merchandise and Maintain Displays

- Display merchandise given a display instruction
- Mark merchandise with labels, tickets and signage
- Maintain displays and layouts
- Maintain safety and housekeeping whilst marking and displaying merchandise
- Prevent shrinkage and losses whilst marking and displaying merchandise
- Maintain stock in the stockroom in order to enhance efficiency of the supply chain

## Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangoba



Siyaya<sup>®</sup>  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA

