

National Certificate: Management: Stores and Warehousing



Bizzco ID SCML01

SAQA ID 83986

NQF Level 03

Min Credits 120

Duration 12 Months

MERSETA Accredited

ENTRY REQUIREMENTS?

Communication and Mathematical Literacy at NQF level 2

COURSE DESCRIPTION

Warehousing and stock control are often thought of as simple tasks which do not require much skill. However, with the sophistication that has been brought into the supply chain and the need for employees to be attuned and functioning at their peak, many businesses have come to realize the importance of high-quality training for warehouse personnel. This certification covers all aspects of managing inventory within the warehouse, from incoming to stock taking.

WHO IS THIS COURSE FOR?

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In the event that the learner requires SETA registration, the learner would need to be employed by a company. Please contact us for more information.

SUPPORTING DOCUMENTS NEEDED?

Certified copy of ID

Certified copy of highest qualification

Employment letter/contract*

**Only needed for SETA registration*



DELIVERY METHODS

Online, Facilitated or Blended

Speak to us about other methods of training delivery and corporate customization!

Online

Interactive self-study 2- 3 hours per day over the 12-month period.

Blended

12 - 92 Facilitation hours, depending on group size.

Facilitated

184 Facilitation hours, total of 23 days of training.

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COURSE STRUCTURE

Module 01

English Communication

Communication is two way street. There is a sender and a receiver. It is important to be able to communicate effectively – both in receiving communication and sending it out. It can help in business as well as personal interactions, and although it does not come naturally to everyone, it is a skill that can be developed.

Lessons

| | |
|----|--|
| 01 | Understanding and Responding to Texts |
| 02 | Planning for Written Texts |
| 03 | Writing your Texts |
| 04 | Interactive Communication |
| 05 | Learning Strategies and Resources |
| 06 | Functioning in a Team and Doing Research |
| 07 | Preparing for a Meeting |
| 08 | Conducting and Reporting on a Meeting |

Module 02

Numbers, Shape & Calculations

This module is all about numbers, shapes and calculations. By the end of the module the learner will be able to demonstrate an understanding of different number bases and measurement units. Using maths to investigate and monitor financial aspects of personal, business and national issues.

Lessons

| | |
|----|--|
| 01 | Investigate Life & Work-Related Problems |
| 02 | Representing, Analysing, and Interpreting Data |
| 03 | Decimal Numbers and Binary Number System |
| 04 | Work with Numbers |
| 05 | Measure, Estimate, and Calculate Physical Quantities |
| 06 | Geometrical Relationships and Conjectures |
| 07 | Plan and Control Budgets and Income |
| 08 | Simple and Compound Interest |

Module 03

Working in a Team

Team work is important in any company. A strong team will ensure the success of a department as well as a business. Knowing the purpose of a team, the team dynamics, how to set goals and motivate a team is important to create a team that believes in TEAM WORK.

Lessons

| | |
|----|--|
| 01 | Team Leader and the Purpose of a Team |
| 02 | Conduct and Ethics |
| 03 | Induct a New Member into a Team |
| 04 | Strengths, Weaknesses and Personal Development |
| 05 | Strengthening and Motivating a Team |
| 06 | Team Goals and Performance |
| 07 | Performance Management and Feedback |
| 08 | Maintain Records for a Team |

National Certificate: Management: Stores and Warehousing**Module 04****Working in a Business**

We all work for a company meaning we need to understand how businesses operate in order to make the most of our contribution to the company's success.

Lessons

| | |
|----|---|
| 01 | Business Environment and Economic Affairs |
| 02 | Core Business and Work Units |
| 03 | Management Functions and Processes |
| 04 | Management Tasks and Skills |

Module 05**Importance & Value of Inventory**

Every business that sells products has a supply chain. The management of the inventory can make a business a success or a failure. In this module you will learn the influence that inventory has on the Supply chain and the importance that inventory has in achieving success.

Lessons

| | |
|----|--|
| 01 | Inventory in the Supply Chain |
| 02 | Different Types of Inventory |
| 03 | What, Why & How of Measuring Inventory Value |
| 04 | Impact of Inventory on the Financial Reports |
| 05 | Developing a Classification Methodology |
| 06 | Identifying Inventory Using Technology |
| 07 | Dealing with High-Risk Areas and Theft |
| 08 | Housekeeping and Safety in the Warehouse |

Module 06**Warehouse Efficiency, Rules & Responsibilities**

As with all successful business operations, warehouse personnel have responsibilities and rules which are designed to make matters more effective. In this course we discuss each activity that warehouse practitioners are responsible for, with tips and points for making this a breeze.

Lessons

| | |
|----|---|
| 01 | Managing Opening and Closing Balances |
| 02 | Responsibilities for Controlling Inventory Balances |
| 03 | People in the Warehouse Workplace |
| 04 | Warehouse Activities that Need Special Attention |
| 05 | Company Procedures and Policy |
| 06 | Performance Measurement |
| 07 | What is Productivity? |
| 08 | Building a Productivity Plan |

National Certificate: Management: Stores and Warehousing**Module 07****Storage & Movement of Inventory**

In this course you will learn about the different types of inventory require different types of care and storage facilities. A Warehouse Practitioner is required to ensure that the correct storage mechanism is used and the best usage is made of the space available.

Lessons

| | |
|----|---|
| 01 | Warehouse Types and Objectives |
| 02 | Centralized Vs. Decentralized Warehousing |
| 03 | Inventory Storage Methodologies |
| 04 | The Internet of Things in Warehousing and Logistics |
| 05 | Using Automation in a Warehouse |
| 06 | Warehouse Management Systems (WMS) |
| 07 | Space in the Warehouse |
| 08 | Making the best of our Warehouse Layout |

Module 08**Responsible Materials Handling**

Material Handling refers to the role of ensuring that inventory is always in good condition and is properly handled, moved, controlled and protected. This includes whilst it is being off-loaded, stored, packed for delivery, transported and delivered. In this course you will learn about Responsible Materials Handling.

Lessons

| | |
|----|--------------------------------------|
| 01 | Handling Inventory in a Warehouse |
| 02 | Safety of Inventory |
| 03 | Fixed Storage Equipment |
| 04 | Moveable Storage Equipment |
| 05 | Mechanized and Engineered Equipment |
| 06 | Material Handling for Transportation |
| 07 | Handling of Dangerous Goods |
| 08 | Identifying Non-Saleable Inventory |

Module 09**Inbound Inventory**

When inventory arrives from a supplier, the Warehouse Practitioner's responsibilities are hugely important. The attention paid to the receiving and put-away process of inventory can set the scene for all future contact with these inventory items. Speed and accuracy play an important role.

Lessons

| | |
|----|---|
| 01 | What To Know in Advance |
| 02 | Floor Space Allocation for New Arrivals |
| 03 | Off-Loading and Staging of Inventory |
| 04 | Importance of Accuracy and Time Keeping |
| 05 | Identification of Incoming Inventory |
| 06 | Putting Inventory in the Right Place |
| 07 | Sales Order Process |
| 08 | Purchasing's Role in Inventory |

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Module 10

Outbound Inventory

This course focus on the distribution network model and its objectives, activities, and distribution inventory management decisions and includes interactive exercises to present the fundamental concepts associated with the distribution environment.

Understanding all the process involved in outbound logistics.

Lessons

| | |
|----|--------------------------------------|
| 01 | Distribution Management and Planning |
| 02 | Freight Management |
| 03 | Cross Border Deliveries |
| 04 | Picking, Packing and Tracking |
| 05 | Principles of Quality |
| 06 | Quality At The Source |
| 07 | Retail Industry Logistics |
| 08 | Reverse Logistics |

Module 11

Inventory in Manufacturing & Stock Take

Manufacturing is the process of converting raw materials and components into finished products. Different approaches to manufacturing will have a different impact on the quantity and type of inventory required to service the production facility. Issuing material to production and receiving unused material.

Lessons

| | |
|----|--------------------------------------|
| 01 | Raw Materials and Bills of Materials |
| 02 | Inventory in a Push System |
| 03 | Inventory in Pull Production |
| 04 | Data in Manufacturing Environments |
| 05 | Importance of Counting Stock |
| 06 | Cycle Counting |
| 07 | Planning and Preparing for Stocktake |
| 08 | Stock Take Reconciliations |

Module 12

Importance of Customer Service

This module emphasises the importance of customer service to a business in detail. The importance of a customer and the effects poor service has on a business. The module also addresses the impact of inventory on customer service. Setting of standards and monitoring the performance.

Lessons

| | |
|----|---|
| 01 | What is Customer Service? |
| 02 | Effects of Poor Customer Service |
| 03 | Standards of Customer Service |
| 04 | Impact of Inventory on Customer Service |
| 05 | The Perfect Order - Why is it so Important? |
| 06 | Cost of Back Orders |
| 07 | Demand and Customer Service |
| 08 | Measuring Customer Satisfaction |

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UNIT STANDARD INFORMATION

| Type | US ID | US Title | NQF | Credits |
|-------------|--------|---|--------------|------------|
| Core | 13912 | Apply knowledge of self and team in order to develop a plan to enhance team performance | NQF Level 03 | Credits 5 |
| Core | 13914 | Conduct a formal meeting | NQF Level 03 | Credits 3 |
| Core | 13915 | Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace | NQF Level 03 | Credits 4 |
| Core | 13916 | Identify and keep the records that a team manager is responsible for keeping | NQF Level 03 | Credits 4 |
| Core | 13917 | Indicate the role of a team leader ensuring that a team meets an organisation`s standards | NQF Level 03 | Credits 6 |
| Core | 13911 | Induct a new member into a team | NQF Level 03 | Credits 3 |
| Core | 14665 | Interpret current affairs related to a specific business sector | NQF Level 03 | Credits 10 |
| Core | 13919 | Investigate and explain the structure of a selected workplace or organisation | NQF Level 03 | Credits 10 |
| Core | 13918 | Manage time and the work process in a business environment | NQF Level 03 | Credits 4 |
| Core | 14667 | Describe and apply the management functions of an organization | NQF Level 04 | Credits 10 |
| Core | 13947 | Motivate a team | NQF Level 04 | Credits 6 |
| Fundamental | 8968 | Accommodate audience and context needs in oral communication | NQF Level 03 | Credits 5 |
| Fundamental | 9010 | Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations | NQF Level 03 | Credits 2 |
| Fundamental | 9013 | Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts | NQF Level 03 | Credits 4 |
| Fundamental | 8969 | Interpret and use information from texts | NQF Level 03 | Credits 5 |
| Fundamental | 9012 | Investigate life and work related problems using data and probabilities | NQF Level 03 | Credits 5 |
| Fundamental | 8973 | Use language and communication in occupational learning programmes | NQF Level 03 | Credits 5 |
| Fundamental | 7456 | Use mathematics to investigate and monitor the financial aspects of personal, business and national issues | NQF Level 03 | Credits 5 |
| Fundamental | 8970 | Write texts for a range of communicative contexts | NQF Level 03 | Credits 5 |
| Elective | 378013 | Describe the functions of the purchasing cycle | NQF Level 03 | Credits 5 |
| Elective | 377384 | Describe the use of stores and warehousing in operations | NQF Level 03 | Credits 10 |
| Elective | 377362 | Discuss the role of stocktaking in ensuring inventory accuracy | NQF Level 03 | Credits 5 |
| Elective | 377385 | Explain the role of materials handling in the warehouse | NQF Level 03 | Credits 10 |