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| Curriculum Document |  |
| Curriculum Code | Curriculum Title |
| 313911000 | National Occupational Qualification: Grain Handling Controller |
| Development Quality Partner | Name | E-mail | Phone | Logo |
| AgriSETA | info@agriseta.co.za | (012) 301 5600 |  |

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**DQP Representative Signature Date**

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# CURRICULUM SUMMARY

## Occupational Information

### Associated Occupation

313911: Grain Handling Controller

### Occupation or Specialisation Addressed by this Curriculum

313911000: Grain Handling Controller

### Alternative Titles used by Industry

Grain Depot Foreman

Grain Deport Assistant Manager

## Curriculum Information

### Relation of this Curriculum to the Occupation and Qualification Progression

Grain handling controllers are employed by enterprises involved in handling, storage and distribution of grain products. The need for formal certification of these persons has long been recognised and was achieved though the SAQA registered qualifications to date (23154 NC: Grain Handling Processes and 14873, ND: Grain Handling Management).

Upon meeting of the requirements of this curriculum, the learner will achieve a National Occupational Qualification: Grain Handling Controller (NQF Level 4). This qualification represents the first management level for persons seeking a career path in the grain handling industry. This qualification also addresses the need to promote employment opportunities in the grain silo industry as well as progression for many employed in the industry.

Further progressive career opportunities to higher management levels require of learners to gain work experience but do not require a further formal qualification.

Horizontal mobility and career opportunities to operational controllers in other industries are promoted in the design of the occupational qualification through standardisation of the management components of the curriculum.

### Curriculum Structure

This curriculum is made up of the following Knowledge, Practical Skill and Work Experience Modules:

Knowledge Modules:

* 313911000-KM-01, Operations Supervision, 3, 8
* 313911000-KM-02, Communication Studies, 4, 8
* 313911000-KM-03, Operations Management, 4, 16
* 313911000-KM-04, Stock Control for Grain handling Controllers, 4, 8
* 313911000-KM-05, Bulk grain handling and storage process technology, 4, 24

Total number of credits for Knowledge Modules: 64

Practical Skill Modules:

* 313911000-PM-01, Direct and control the performance and conduct of individual employees and teams, 3, 6
* 313911000-PM-02, Plan, direct and control people, costs and resources, 4, 8
* 313911000-PM-03, Communicate operational information and data, 4, 6
* 313911000-PM-04, Plan, monitor and control processes in a grain handling and storage facility, 4, 23
* 313911000-PM-05, Maintain safety and health standards in a grain handling and storage environment, 4, 8

Total number of credits for Practical Skill Modules: 51

Work Experience Modules:

Context 1: Grain Handling Controller in a bulk grain handling facility

* 313911000-WM-01, Motivated and productive work teams, 3, 8
* 313911000-WM-02, Optimal resource availability and utilisation, 4, 21
* 313911000-WM-03, Operational information and data communicated, 4, 6
* 313911000-WM-04, Grain handled and stored, 4, 29
* 313911000-WM-05, Risks controlled, 4, 11

Total number of credits for Work Experience Modules: 75

### International Comparability

Training courses of the USA grain industry were selected for international comparability purposes, as they are worldwide leaders regarding grain handling and storage.

GEAPS (The Grain Elevator and Processing Society) offers distance education programmes for grain silo personnel in conjunction with the Kansas State University. GEAPS is recognised as the lead provider of the USA grain handling industry and they have developed core competencies to define those areas of skills and technologies that are most relevant to the industry.

The core competencies of grain operations have been defined as the basic understanding and practical application of the management of grain quality and grain handling equipment as well as the management of operational technology, facility operations and human resources.

Detailed comparison

Entry requirements:

* GEAPS: None specified
* SA: Grade 12

Duration

* GEAPS: Offered as 5 week courses, 35 weeks to complete all the knowledge areas
* SA: 50 weeks, including the work experience components

Formal learning

* GEAPS: Learners achieve recognition through the Kansas State University
* SA: Formal QCTO qualification

Material covered in formal learning

* GEAPS: Similar
* SA Similar – less detail in some areas that does not form part of the SA context as well as the profile for this occupation

Nationally standardised summative assessment

* GEAPS: No
* SA: Yes

Differences

The South African curriculum recognises the different components of learning as culminating in a qualification. The Grain Elevator and Processing Society (GEAPS) addresses similar learning areas as a range of short courses.

Some of the modules presented by the GEAPS are specifically aligned with the regulatory framework of the USA and also address higher management functions not included in the South African qualification.

Conclusion

The South African qualification is comparable to what is found in the chosen benchmark in terms of what the qualification covers and the level of skills that have to be developed. It is, however, designed to meet current transformational challenges in South Africa.

### Entry Requirements

Grade 12

## Assessment Quality Partner Information

Name of body: AgriSETA

Address of body: 529 Belvedere Road, Arcadia

Contact person name: Onnica Moloto

Contact person work telephone number: (012) 325 1655

## Modules of Employable Skills (MES)

None listed

## Learning Programmes

This curriculum does not have any associated learning programmes.

# OCCUPATIONAL PROFILE

## Occupational Purpose

The Grain Handling Controller achieves operational efficiencies by monitoring, controlling and responding to operational variables, the utilisation of resources and the mechanical integrity of a bulk grain handling and storage unit.

## Occupational Tasks

Supervising the activities of work teams and individuals employed in a grain handling and storage facility (NQF Level 3)

Controlling the availability and utilisation of operational resources to maintain grain handling and storage operations (NQF Level 4)

Analysing and reporting on grain handling and storage information (NQF Level 4)

Achieving grain handling and storage efficiency and quality standards by controlling unit operations (NQF Level 4)

Monitoring and maintaining the operational availability and safety of a grain handling facility (NQF Level 4)

## Occupational Task Details

### Supervising the activities of work teams and individuals employed in a grain handling and storage facility (NQF Level 3)

Unique Product or Service:

Work teams are motivated and productive

Occupational Responsibilities:

1. Direct and control the performance and conduct of individual employees and teams

Occupational Contexts:

1. Motivated and productive work teams

### Controlling the availability and utilisation of operational resources to maintain grain handling and storage operations (NQF Level 4)

Unique Product or Service:

Optimal resource availability and utilisation are controlled

Occupational Responsibilities:

1. Plan, direct and control people, costs and resources

Occupational Contexts:

1. Optimal resource availability and utilisation

### Analysing and reporting on grain handling and storage information (NQF Level 4)

Unique Product or Service:

Operational information and data are communicated

Occupational Responsibilities:

1. Communicate operational information and data

Occupational Contexts:

1. Communication of operational information and data

### Achieving grain handling and storage efficiency and quality standards by controlling unit operations (NQF Level 4)

Unique Product or Service:

Grain is handled and stored

Occupational Responsibilities:

1. Plan, monitor and control processes in a grain handling and storage facility

Occupational Contexts:

1. Grain handled and stored

### Monitoring and maintaining the operational availability and safety of a grain handling facility (NQF Level 4)

Unique Product or Service:

Risks are controlled

Occupational Responsibilities:

1. Maintain safety and health standards in a grain handling environment

Occupational Contexts:

1. Risks controlled

# CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

* 313911000-KM-01: Operations Supervision, NQF level 3, (8)
* 313911000-KM-02: Communication Studies, NQF level 4, (8)
* 313911000-KM-03: Operations Management, NQF level 4, (16)
* 313911000-KM-04: Stock Control for Grain handling Controllers, NQF level 4, (8)
* 313911000-KM-05: Bulk grain handling and storage process technology, NQF level 4, (24)

## 313911000-KM-01: Operations Supervision NQF Level 3 (8)

### Related Knowledge Subject Code and Title

None

### Purpose of the Knowledge Subject

The main focus of the learning in this knowledge subject is to introduce the learner to the disciplinary or conceptual knowledge (including theory) related to the supervision of individuals and work teams. The learners are expected to gain disciplinary knowledge in Supervision before progressing to higher-level disciplinary studies in Management.

The learning will enable learners to demonstrate an understanding of:

KM-01-KT01 Introduction to supervision (5%)

KM-01-KT02 Performance management (30%)

KM-01-KT03 Motivation and team leadership concepts (20%)

KM-01-KT04 First-line discipline (30%)

KM-01-KT05 Basic financial concepts s (5%)

KM-01-KT06 Work efficiency and effectiveness (10%)

### Guidelines for Topics

#### KM-01-KT01: Introduction to supervision (5%)

Topic elements to be covered include:

KT0101 Role of supervisors

KT0102 Planning, organising, directing and controlling

Internal Assessment Criteria

Demonstrate understanding of the roles and responsibilities of a supervisor

Explain the use of standard workplace practices and procedures to direct work process

#### KM-01-KT02: Performance management (30%)

Topic elements to be covered include:

KT0201 Setting daily work schedules

KT0202 Formulating instructions

KT0203 Controlling standards of performance

Internal Assessment Criteria

Explain the principles of setting clear, realistic and measurable work objectives

Draft a work schedule indicating the tasks to be performed

Explain the importance of clear instruction,(including the structure of a good instruction, and how to ensure understanding)

Formulate and issue a verbal instruction

Formulate and record a written instruction

Draft a performance standard

Demonstrate understanding of steps to correct performance-related problems (including, coaching to address performance problems)

#### KM-01-KT03: Motivation and team leadership concepts (20%)

Topic elements to be covered include:

KT0301 Understanding motivation

KT0302 Understanding teams

KT0303 Interpersonal and people relations

Internal Assessment Criteria

Define motivation and explain motivational concepts

Demonstrate an understanding of team work (including team dynamics, team building, effective team communication)

Demonstrate an understanding of the establishment of sound interpersonal work relations (including workplace discrimination, diversity, effective work relations, gaining respect)

#### KM-01-KT04: First-line discipline (30%)

Topic elements to be covered include:

KT0401 The supervisor’s role in maintaining workplace discipline

KT0402 Disciplinary codes and procedures

KT0403 Introduction to workplace conflict and grievances

Internal Assessment Criteria

Demonstrate an understanding of the supervisor’s role in maintaining workplace discipline (including importance of work discipline, concept of fairness, maintaining discipline)

Demonstrate an understanding of disciplinary codes and procedures (including Codes of conduct, Informal and formal disciplinary procedures, warnings and recording discipline)

Distinguish between different categories of misconduct

Define the concepts of fairness in terms of practical workplace examples

Demonstrate an understanding of workplace conflict and grievances (including Sources of conflict, conflict resolution practices, dealing with difficult people, grievance resolution procedures)

Describe a grievance procedure to resolve an individual grievance

#### KM-01-KT05: Basic financial concepts s (5%)

Topic elements to be covered include:

KT0501 Income vs profit

KT0502 Production cost control

Internal Assessment Criteria

Demonstrate an understanding of income vs profit (i.e. profit margins)

Demonstrate an understanding of the cost of production and factors that impact on this

Demonstrate an understanding of production cost control (including Elements of production costs, cost of inefficiency and re-work, absenteeism, waste, injuries on duty)

#### KM-01-KT06: Work efficiency and effectiveness (10%)

Topic elements to be covered include:

KT0601 Productivity

KT0602 Daily activity planning

Internal Assessment Criteria

Define productivity and explain the concepts of productivity measurement and improvement

Demonstrate an understanding of the importance of a productive work environment in terms of sustainable grain handling

Explain the role of productivity and daily activity planning to ensure work efficiency and effectiveness (including organising and prioritising time, using a diary, time schedules, following up on planned activities)

### Provider Accreditation Requirements for the Module

Physical Requirements:

* Learning resources approved by the QCTO
* Assessment documentation, instruments and standards approved by the QCTO

Human Resource Requirements:

* Facilitators of learning approved by the QCTO
* Assessors approved by the QCTO
* The capacity to conduct internal quality assurance by employed staff or contracted experts
* Assessments will be conducted by a person who meets the following requirements:

Has at least 5 years’ experience in a management position, or

Has obtained a nationally recognised qualification in management not lower than NQF level 4 with at least 3 years management experience, or

Gained at least 1 year experience in assessment practice

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

## 313911000-KM-02: Communication Studies NQF Level 4 (8)

### Related Knowledge Subject Code and Title

010199 Agricultural Business and Management, Other

### Purpose of the Knowledge Subject

The main focus of the learning in this knowledge subject is to introduce the learner to the disciplinary or conceptual knowledge (including theory) related to effective and efficient communication in the workplace.

The learning will enable learners to demonstrate an understanding of:

KM-02-KT01 Workplace communication (50%)

KM-02-KT02 Group interaction (50%)

### Guidelines for Topics

#### KM-02-KT01: Workplace communication (50%)

Topic elements to be covered include:

KT0101 Communication theory

KT0102 Presentations

KT0103 Report writing

KT0104 Business correspondence

Internal Assessment Criteria

Demonstrate an understanding of communication theory (including communication model, communication barriers, verbal and non-verbal communication, inter-cultural communication, reading, summarising and note-taking, effective listening, confirming understanding)

Demonstrate understanding of the roles and responsibilities of a supervisor in terms of workplace communication

Demonstrate understanding of presentations (including target audience, principles of presentation)

Demonstrate understanding of report writing (including writing styles and language use, production reporting formats, organising and presenting information in production reports)

Prepare a production report and develop a presentation using the standard format

Demonstrate understanding of business correspondence (including written instructions, memoranda, electronic messages, completing of prescribed documents and records)

Explain the importance of clarity in business correspondence

#### KM-02-KT02: Group interaction (50%)

Topic elements to be covered include:

KT0201 Workplace meetings

KT0202 Small group communication

Internal Assessment Criteria

Demonstrate an understanding of workplace meeting procedures and administration (including meeting procedures and protocols, Meeting administration, Recording decisions taken during a meeting for own use)

Draw up a meeting agenda with given information

Demonstrate an understanding of how to record decisions taken during a meeting for own use

Demonstrate an understanding of small group communication (including Group dynamics and characteristics, Group outputs and productivity, Conflict handling and problem solving, Reaching consensus in groups)

### Provider Accreditation Requirements for the Module

Physical Requirements:

* Learning resources approved by the QCTO
* Assessment documentation, instruments and standards approved by the QCTO

Human Resource Requirements:

* Facilitators of learning approved by the QCTO
* Assessors approved by the QCTO
* The capacity to conduct internal quality assurance by employed staff or contracted experts
* Assessments will be conducted by a person who meets the following requirements:

Has at least 5 years’ experience in a management position, or

Has obtained a nationally recognised qualification in management not lower than NQF level 4 with at least 3 years management experience, or

Gained at least 1 year experience in assessment practice

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

## 313911000-KM-03: Operations Management NQF Level 4 (16)

### Related Knowledge Subject Code and Title

010199 Agricultural Business and Management, Other

### Purpose of the Knowledge Subject

The main focus of the learning in this knowledge subject is to introduce the learner to the disciplinary or conceptual knowledge (including theory) related to the management of resources used in a grain handling and storage facility.

The learning will enable learners to demonstrate an understanding of:

KM-03-KT01 General business management concepts (15%)

KM-03-KT02 Grain handling industry structure and markets (15%)

KM-03-KT03 Personnel management concepts (30%)

KM-03-KT04 Employment relations management (30%)

KM-03-KT05 Financial management concepts (5%)

KM-03-KT06 Infrastructure maintenance (5%)

### Guidelines for Topics

#### KM-03-KT01: General business management concepts (15%)

Topic elements to be covered include:

KT0101 Planning, organising, directing and controlling

KT0102 Decision making and problem solving

KT0103 Planning and scheduling

KT0104 Continuous improvement

KT0105 Management communication

KT0106 Delegation

Internal Assessment Criteria

Demonstrate an understanding of the role of the manager in terms of planning, organising, directing and controlling resources

Demonstrate an understanding of decision making and problem solving (including brain storming, SWOT analysis and PEST analysis)

Demonstrate an understanding of planning and scheduling (including The planning cycle, Developing time schedules and action plans, Plot and sequence schedules)

Schedule and plan a production cycle

Demonstrate an understanding of the concept of continuous improvement (including continuous improvement models, quality management)

Demonstrate an understanding of management communication (including Communication concepts, Report writing, Presentations, Effective meetings)

Analyse problems and formulate decisions by using a structured approach

Draft and present a production report

Demonstrate an understanding of delegation principles (including Accountability vs Responsibility)

#### KM-03-KT02: Grain handling industry structure and markets (15%)

Topic elements to be covered include:

KT0201 Marketing channels)

KT0202 Marketing practices and challenges

KT0203 Competitiveness

KT0204 Traceability

Internal Assessment Criteria

Demonstrate an understanding of marketing channels (including role players)

Demonstrate an understanding of grain handling operations within the complexities of the global and local consumer driven markets

Explain the concepts or competitiveness and traceability

#### KM-03-KT03: Personnel management concepts (30%)

Topic elements to be covered include:

KT0301 Recruitment and selection

KT0302 Training and development

KT0303 Performance management

KT0304 Leadership theories and concepts

KT0305 Coaching and mentoring

Internal Assessment Criteria

Demonstrate an understanding of the recruitment and selection process

Demonstrate an understanding of the training and development environment in South Africa (including The Occupational Qualifications Framework, Training delivery models, Defining training needs of employees)

Explain performance management concepts and standards (including Developing performance standards, Measuring performance and isolating causes of poor performance, Performance interviews and feedback, Rewarding good performance and correcting poor performance)

Define motivation in terms of the different theories of motivation

Demonstrate an understanding of leadership theories and concepts (including Leadership vs management, Leadership styles, Team leadership theories, models and styles, Task vs relationship orientations in teams, Creating high performance teams)

Demonstrate an understanding of the application of coaching and mentorship in building competencies

#### KM-03-KT04: Employment relations management (30%)

Topic elements to be covered include:

KT0401 The employment relationship

KT0402 Key provisions of the legislative framework governing the employment relationship

KT0403 Workplace discipline

KT0404 Workplace conflict and grievances

KT0405 Managing capacity-related problems

Internal Assessment Criteria

Demonstrate an understanding of the manager’s role in managing employment relations (including Contracts of employment, Employee representation and labour unions)

Demonstrate an understanding of the key provisions of the legislative framework governing the employment relationship (including The SA Constitution and the Bill of Rights, The contract of employment, The Labour Relations Act, The Basic Conditions of Employment Act, The Occupational Health and Safety Act)

Demonstrate an understanding of workplace discipline (including Disciplinary codes and procedures, Unfair dismissal and unfair labour practices, Principles established through cases and awards for poor timekeeping, dishonesty, theft, insubordination, assault, abuse of or damage to property, substance abuse, discrimination, harassment, Conducting disciplinary hearings – roles, procedures and records, The role of the CCMA in unfair dismissal disputes)

Select the appropriate response to different examples of misconduct

Define the concepts of an unfair labour practice in terms of practical workplace examples

Demonstrate an understanding of workplace conflict and grievances (Conflict resolution styles, Grievance resolution procedures, Workplace negotiation principles, Resolving grievances through conciliation and mediation)

Describe informal and formal disciplinary procedures

Describe the role of the CCMA in resolving disciplinary disputes

Describe a grievance procedure to resolve an individual grievance

Demonstrate an understanding of how to manage capacity-related problems (including Specific types of incapacity, Procedural requirements for dealing with incapacity, Principles established through cases and awards for incapacity related to HIV/Aids, Ill health, Injuries on duty)

Select the appropriate response to different examples of incapacity

#### KM-03-KT05: Financial management concepts (5%)

Topic elements to be covered include:

KT0501 Budgeting concepts

KT0502 Financial terms and concepts

KT0503 Stock management concepts

Internal Assessment Criteria

Demonstrate an understanding of budgeting concepts (including Operational budgeting principles, Types of budgets - Budget cost items)

Demonstrate an understanding of the budgeting process for operational cost control purposes

Define and explain a range of financial terms and concepts (including Monthly operating budget reports, Cost control and variance reports, Cost of handling and storage, Recording and processing financial documents)

Demonstrate an understanding of stock management concepts (including Availability of different quality grains and oilseeds, Niche market requirements/customer needs, Stock control)

res

#### KM-03-KT06: Infrastructure maintenance (5%)

Topic elements to be covered include:

KT0601 Preventative maintenance management concepts

Internal Assessment Criteria

Demonstrate an understanding of preventative maintenance management and inspection methods (including, planned preventative maintenance, Inspection methods)

### Provider Accreditation Requirements for the Module

Physical Requirements:

* Learning resources approved by the QCTO
* Assessment documentation, instruments and standards approved by the QCTO

Human Resource Requirements:

* Facilitators with subject matter expertise
* A learner facilitator ratio of no more than 1:15
* Assessors with recognised assessment practice training and subject matter expertise

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

## 313911000-KM-04: Stock Control for Grain handling Controllers NQF Level 4 (8)

### Related Knowledge Subject Code and Title

010399: Agricultural Production Operations, Other

### Purpose of the Knowledge Subject

The main focus of the learning in this knowledge subject is to introduce the learner to the disciplinary or conceptual knowledge (including theory) related to the stock management field of study with the focus on the practices of quantitative and qualitative control in a grain handling and storage facility.

The learning will enable learners to demonstrate an understanding of:

KM-04-KT01 Basic grain quality specifications (25%)

KM-04-KT02 Stock control and quality assurance concepts in grain handling and storage operations (50%)

KM-04-KT03 Introduction to stored grain Pests (25%)

### Guidelines for Topics

#### KM-04-KT01: Basic grain quality specifications (25%)

Topic elements to be covered include:

KT0101 Types of grains and oilseeds

KT0102 Grain characteristics

KT0103 Grain grading standards

Internal Assessment Criteria

Demonstrate an understanding of the specifications on which the quality evaluation of grain is based

#### KM-04-KT02: Stock control and quality assurance concepts in grain handling and storage operations (50%)

Topic elements to be covered include:

KT0201 Product quality concepts and standards

KT0202 Grain handling standards and processes

KT0203 Concepts of product contamination and deterioration

KT0204 Legislation and the regulations in respect of Food Hygiene and Food Safety Standards

KT0205 Stock management principles and practices

Internal Assessment Criteria

Demonstrate an understanding of product quality concepts and standards

Demonstrate an understanding of grain handling standards and processes

Demonstrate an understanding of the concepts of product contamination and deterioration

Demonstrate an understanding of the legislation and the regulations in respect of Food Hygiene and Food Safety Standards

Explain stock management principles and practices

#### KM-04-KT03: Introduction to stored grain pests (25%)

Topic elements to be covered include:

KT0301 Overview of pest control principles and concepts

KT0302 Overview of insect control planning, inspection and treatment

Internal Assessment Criteria

Demonstrate a basic understanding of pest control principles and concepts (including Primary and secondary grain pests, Principles of pest management, Pest harbourage and infestation signs, Pest monitoring techniques)

Demonstrate a basic understanding of insect control planning, inspection and treatment (including Storage options, Treatment options for grains and oilseeds)

List and explain the methods applied to prevent insect infestations

List and explain the methods applied to control insect infestations in stored grain

### Provider Accreditation Requirements for the Module

Physical Requirements:

* Learning resources approved by the QCTO
* Assessment documentation, instruments and standards approved by the QCTO

Human Resource Requirements:

* Facilitators with subject matter expertise
* A learner facilitator ratio of no more than 1:15
* Assessors with recognised assessment practice training and subject matter expertise

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

## 313911000-KM-05: Bulk grain handling and storage process technology NQF Level 4 (24)

### Related Knowledge Subject Code and Title

010399: Agricultural Production Operations, Other

### Purpose of the Knowledge Subject

The main focus of the learning in this knowledge subject is to introduce the learner to the disciplinary or conceptual knowledge (including theory) related to the mechanical operational systems field of study with the focus on the basic principles, concepts and practices of mechanical systems and machinery applied in a grain handling and storage environment.

The learning will enable learners to demonstrate an understanding of:

KM-05-KT01 Grain handling and storage technology (45%)

KM-05-KT02 Grain handling facility and equipment maintenance and hygiene (40%)

KM-05-KT03 Statutory safety and health requirements, and standard practices (15%)

### Guidelines for Topics

#### KM-05-KT01: Grain handling and storage technology (45%)

Topic elements to be covered include:

KT0101 Principles of operational processes in a grain handling and storage facility

KT0102 Terminology commonly used in a grain handling and storage facility

KT0103 Segregation of grain and oilseed by type and quality standards

KT0104 Basic functioning of mechanical equipment and systems

KT0105 Basic functioning of electrical equipment and systems

KT0106 Grain handling equipment capacity and optimal operating ranges

KT0107 Principles and methods for monitoring and controlling mechanical and electrical equipment based on operating parameters

KT0108 Process control systems and their applications

KT0109 Grain treatment technology and handling systems

Internal Assessment Criteria

Demonstrate an understanding of the basic functioning principles of operational equipment and systems in a grain handling and storage facility (including flow patterns, Weight distribution in grain masses)

Define and explain terminology commonly used in a grain handling and storage facility

Explain the segregation of grain and oilseed by type and quality standards

Demonstrate an understanding of the basic functioning of mechanical equipment and systems (including weighbridges, hoppers, conveyor belts, bucket elevators, chutes and spouts, grain cleaners, augers, bins, and dust collection systems)

Demonstrate an understanding of the basic functioning of electrical equipment and systems (including control panels, electrical motors, indicating lamps, push buttons, safety switches, level sensor indicators, limit switches)

Demonstrate an understanding of the principles and methods for monitoring and controlling mechanical and electrical equipment based on operating parameters (including Drives and conveyors and their application)

Explain process control systems and their applications (including Statistical process control, key controls at operational stages)

Demonstrate an understanding of the technology and processes for various grain treatments (including Grain cleaning process, Grain drying process, Grain aeration process, Grain insect control treatments)

#### KM-05-KT02: Grain handling facility and equipment maintenance and hygiene (40%)

Topic elements to be covered include:

KT0201 Grain handling equipment maintenance principles and concepts

KT0202 Principles and concepts related to product, equipment and facility hygiene

Internal Assessment Criteria

Demonstrate an understanding of grain handling equipment maintenance principles and concepts (including Maintenance requirements for grain handling mechanical and electrical equipment, interpretation of operation and maintenance budgets, Use of operation and maintenance manuals)

Demonstrate an understanding of the principles and concepts related to product, equipment and facility hygiene (including Contamination and deterioration control, Operational food safety and hygiene controls, Equipment and facility cleaning practices, Area sanitation and housekeeping processes, Waste handling and disposal)

#### KM-05-KT03: Statutory safety and health requirements, and standard practices (15%)

Topic elements to be covered include:

KT0301 Occupational Safety and Health Acts and Regulations

KT0302 Regulatory provisions and SHE workplace structures

KT0303 Safe work practices and rules

KT0304 Risk assessments and prevention

KT0305 Incident investigation and reporting

KT0306 Silo operational hazards and precautionary measures

KT0307 The role of hygiene and cleaning in relation to safety and health

Internal Assessment Criteria

Demonstrate an understanding of the safety and health legislation and regulatory requirements applicable to a silo complex

List and explain safe work practices and rules (including Intoxication, unauthorised entry, unauthorised use of mobile equipment, lock-out procedures, housekeeping, fire prevention)

Describe the procedure for a risk assessment inspection

Describe the steps in the procedure for incident investigating and reporting

Describe the common silo operational hazards and the precautionary measures that must be adhered to

Explain the role of hygiene and cleaning in relation to safety and health

### Provider Accreditation Requirements for the Module

Physical Requirements:

* Learning resources approved by the QCTO
* Assessment documentation, instruments and standards approved by the QCTO

Human Resource Requirements:

* Facilitators with subject matter expertise
* A learner facilitator ratio of no more than 1:15
* Assessors with recognised assessment practice training and subject matter expertise

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

* 313911000-PM-01: Direct and control the performance and conduct of individual employees and teams, NQF level 3, (6)
* 313911000-PM-02: Plan, direct and control people, costs and resources, NQF level 4, (8)
* 313911000-PM-03: Communicate operational information and data, NQF level 4, (6)
* 313911000-PM-04: Plan, monitor and control processes in a grain handling and storage facility, NQF level 4, (23)
* 313911000-PM-05: Maintain safety and health standards in a grain handling and storage environment, NQF level 4, (8)

## 313911000-PM-01: Direct and control the performance and conduct of individual employees and teams NQF Level 3 (6)

### Purpose of the Practical Skill Module

The focus of the learning in this module is on providing the learner an opportunity to:

* Direct the performance and conduct of employees, and
* Resolve problems related to conduct or performance

The learner will be required to:

PM-01-PS01 Apply workplace discipline and attend to grievances

PM-01-PS02 Deal with workplace conflict

PM-01-PS03 Determine staffing needs and allocate subordinates accordingly

PM-01-PS04 Formulate and issue clear and assertive instructions

PM-01-PS05 Set work objectives, monitor and report on achievement

PM-01-PS06 Demonstrate a work activity

### Guidelines for Practical Skills

#### PM-01-PS01: Apply workplace discipline and attend to grievances

Scope of Practical Skill:

Given case studies with a variety of common workplace situations involving discipline and grievances, standard policies and procedures, the learner must be able to:

PA0101 Assess the given case studies and distinguish between misconduct, poor performance and grievance situations

PA0102 Classify misconduct against standard codes of conduct

PA0103 Determine severity of transgressions/grievance and formulate appropriate action

Applied Knowledge

AK0101 Disciplinary codes and procedures

AK0102 Grievance procedures

Internal Assessment Criteria

The principles of first-line discipline are explained

The differences between misconduct, poor performance and grievance situations are compared and discussed

Workplace discipline is applied and attention is given to grievances

#### PM-01-PS02: Deal with workplace conflict

Scope of Practical Skill:

Given scenarios of workplace conflict situations and participating members, the learner must be able to:

PA0201 Identify possible sources of conflict

PA0202 Decide on appropriate method to deal with conflict

PA0203 Facilitate resolution of conflict between parties in a simulated role-play

Applied Knowledge

AK0201 Sources of conflict

AK0202 Conflict resolution practices

AK0203 Inter-personnel communication practices

AK0204 Dealing with difficult people

Internal Assessment Criteria

Workplace conflict is handled as directed

Methods to deal with conflict are explained

Possible sources of conflict are listed and discussed

#### PM-01-PS03: Determine staffing needs and allocate subordinates accordingly

Scope of Practical Skill:

Given case studies of work outputs that must be achieved and numbers and profiles of staff available, the learner must be able to:

PA0301 Estimate number of staff needed for the achievement of given tasks

PA0302 Allocate work to specific persons, who are best qualified

PA0303 Draw up a schedule to develop the capacity of staff that will enhance their skills by exposing them to different roles

Applied Knowledge

AK0301 Calculating staff requirements against defined work outputs

AK0302 Practices to allocate staff in terms of their experience or competencies

AK0303 Practices on staff rotation and development of multi skills

Internal Assessment Criteria

Staffing needs are determined and subordinates are allocated accordingly

The acceptable norms and reasoning used in the allocation of staff are explained

A schedule is drawn up to develop the capacity of staff that will enhance their skills by exposing them to different roles

#### PM-01-PS04: Formulate and issue clear and assertive instructions

Scope of Practical Skill:

Given scenarios of work that has to be completed in specific time frames, the learner must be able to:

PA0401 Issue a verbal instruction to a subordinate that clearly defines expected scope and standard of work to be completed

PA0402 Draft a written instruction to a subordinate that clearly defines expected scope and standard of work to be completed

Applied Knowledge

AK0401 Written instruction practices

AK0402 Verbal instruction practices

AK0403 Assertiveness

Internal Assessment Criteria

Clear and assertive verbal instructions are issued (as directed)

The differences between verbal and written instructions are listed and explained

A written instruction to a subordinate that clearly defines expected scope and standard of work to be completed is drafted

#### PM-01-PS05: Set work objectives, monitor and report on achievement

Scope of Practical Skill:

Given examples of intake and out load schedules and tasks, number of staff, case studies of work outputs achieved, the learner must be able to:

PA0501 Set daily work objectives (in the form of a schedule indicating tasks) that are clear, realistic and measurable

PA0502 Communicate tasks in understandable terms or format

PA0503 Develop a basic monitoring schedule defining what, when and how monitoring will be done

PA0504 Provide visual display of the achievement of planned tasks

PA0505 Give oral feedback on achievement of tasks in a simulated exercise

Applied Knowledge

AK0501 Setting daily work schedules

AK0502 Formulating instructions

AK0503 Interpersonal relations

AK0504 Controlling standards of performance

Internal Assessment Criteria

The importance of setting clear, realistic and measurable objectives is explained

The structure of a good instruction is demonstrated and explained

The importance of sound interpersonal work relations is explained

The importance of the correct type of feedback is explained

Work objectives are set, monitored, and achievement is reported on using a visual display

#### PM-01-PS06: Demonstrate a work activity

Scope of Practical Skill:

Given a role-play of a new employee and a specific task, the learner must be able to:

PA0601 Explain how the task must be done and the standard that must be achieved

PA0602 Demonstrate the task

PA0603 Allow an opportunity for questions

PA0604 Observe whilst the “new employee” performs the task

PA0605 Provide feedback to the “new employee”

Applied Knowledge

AK0501 Demonstration practices

AK0502 Feedback process

Internal Assessment Criteria

The critical elements of an effective practical demonstration are explained

A work activity is demonstrated as directed

The observation of the “new employee” performing the task is done and constructive feedback is provided

### Provider Accreditation Requirements for the Module

Physical Requirements:

Demonstrate access to:

* Structured examples and scenarios
* Learner instructions and work sheets
* Assessment instruments and standards for each practical skill that clearly defines standards of competence as competent or not yet competent
* Reflective learning exercises

Human Resource Requirements:

* Learner facilitator ratio of 1:15
* Facilitators with subject matter expertise
* Internal assessors can be the same person as the facilitator
* Assessors with recognised assessment practice training and subject matter expertise

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

## 313911000-PM-02: Plan, direct and control people, costs and resources NQF Level 4 (8)

### Purpose of the Practical Skill Module

The focus of the learning in this module is on providing the learner an opportunity to gain practical skills in:

* Planning, directing and reporting on the utilisation of resources, including personnel

The learner will be required to:

PM-02-PS01 Determine resource requirements to meet operational objectives

PM-02-PS02 Read budget reports and evaluate compliance

PM-02-PS03 Set performance goals and conduct performance interviews

PM-02-PS04 Address areas of poor performance levels

PM-02-PS05 Initiate discipline in response to misconduct

PM-02-PS06 Verify and reconcile grain stock and estimate grain loss

### Guidelines for Practical Skills

#### PM-02-PS01: Determine resource requirements to meet operational objectives

Scope of Practical Skill:

Given a list of personnel and resources available and grain handling plan, the learner must be able to:

PA0101 Estimate requirements

PA0102 Identify, and where applicable, address resource shortages

PA0103 Plan utilisation and allocate resources in order to achieve consistent workflow to meet objectives

PA0104 Draw up a schedule that will ensure timeous and sufficient availability of resources

PA0105 Maintain registers and records

Applied Knowledge

AK0101 Calculate resources requirements and balance against availability levels

AK0102 Grain handling, treatment and out-loading scheduling practices

Internal Assessment Criteria

The importance of grain handling, treatment and out-loading scheduling practices that will ensure timeous and sufficient availability of resources is explained

Resource requirements to meet operational objectives are determined according to instructions

Registers and records are completed according to workplace requirements

#### PM-02-PS02: Read budget reports and evaluate compliance

Scope of Practical Skill:

Given financial cost control reports, an intake, storage and out loading schedule and a budget, the learner must be able to:

PA0201 Read financial reports and compare actual costs against budget

PA0202 Identify and report on deviations from budget costs and recommend corrective measures to keep within budget limits

PA0203 Estimate resource needs and costs for a specific budgeting period

PA0204 Compile motivated funding requirements for budgeting submission

PA0205 Evaluate processes and the use of resources to identify and eliminate areas of waste/loss

PA0206 Monitor and control assets

Applied Knowledge

AK0201 Budgeting practices

Internal Assessment Criteria

The budgeting practices that are applied are explained

Motivated funding requirements for budgeting submission are compiled

Cost control principles, asset control principles, documentation and policies are explained

Budget reports are read and compliance is evaluated

#### PM-02-PS03: Set performance goals and conduct performance interviews

Scope of Practical Skill:

Given subordinate performance levels in a simulated learning environment, the learner must be able to:

PA0301 Evaluate performance levels

PA0302 Identify performance gaps

PA0303 Compile a performance evaluation report

PA0304 Conduct a performance interview

PA0305 Address performance gaps

PA0306 Recognise performance excellence

Applied Knowledge

AK0301 Interpersonal communication

AK0302 Performance interview practices

Internal Assessment Criteria

The importance of a constructive and focused process in terms of providing clear direction, focusing on facts and expected outputs without being drawn into emotional and personal debates is explained

Performance goals are set

Performance interviews are conducted according to workplace instructions

#### PM-02-PS04: Address areas of poor performance levels

Scope of Practical Skill:

Given scenarios and case studies of a range of performance related problems, including problems based on conduct and poor skills, the learner must be able to:

PA0401 Distinguish between personnel performance gaps due to skills shortages and misconduct

PA0402 Isolate the case of the performance problem and motivate the appropriate corrective measure

PA0403 Select the appropriate response to areas of misconduct

PA0404 Define skills-related problem areas

PA0405 Correct skills-related problem areas by conducting a simulated coaching session

Applied Knowledge

AK0401 Addressing poor performance related to misconduct

AK0402 Addressing poor performance related to skills problems

AK0403 Coaching practices

Internal Assessment Criteria

Various reasons for poor performance and those directly related to a lack of skills are compared and explained

Poor performance levels are addressed in accordance with workplace procedures

#### PM-02-PS05: Initiate discipline in response to misconduct

Scope of Practical Skill:

Given a disciplinary code of conduct and case studies of a range of misconduct, the learner must be able to:

PA0501 Organise misconduct in terms of seriousness

PA0502 Determine the appropriate disciplinary action that must be initiated

PA0503 Complete disciplinary notices and forms

PA0504 Participate in various roles in simulated disciplinary hearings

Applied Knowledge

AK0501 Practices and formats for administrating and recording disciplinary actions

AK0502 Codes of practice: Discipline

Internal Assessment Criteria

The legal principles related to administrative and documentary requirements for disciplinary procedures are explained

The consequences of poor administrative practices in terms of potential implications are discussed

Discipline is initiated in response to misconduct

#### PM-02-PS06: Verify and reconcile grain stock and estimate grain loss

Scope of Practical Skill:

Given data of stock on hand, grain receipt and out loading documentation, the learner must be able to:

PA0601 Collect and interpret grain receipt and out loading documentation and compile accurate records

PA0602 Verify stored grain quantities

PA0603 Reconcile stock and estimate grain loss

PA0604 Recognise, record and respond to shortages above the accepted norm and notify supporting department/s

Applied Knowledge

AK0601 Practices to verify and reconcile stock

Internal Assessment Criteria

The norm for acceptable stock shortages is explained

The cost implications of stock shortages on the business are explained

The procedure applied for stock verification and reconciliation is explained

The procedures to perform verification and reconciliation of grain stock are demonstrated

Grain loss is estimated

### Provider Accreditation Requirements for the Module

Physical Requirements:

Demonstrate access to:

* Structured examples and scenarios
* Learner instructions and work sheets
* Assessment instruments and standards for each practical skill that clearly defines standards of competence as competent or not yet competent
* Reflective learning exercises

Human Resource Requirements:

* Learner facilitator ratio of 1:15
* Facilitators with subject matter expertise
* Internal assessors can be the same person as the facilitator
* Assessors with recognised assessment practice training and subject matter expertise

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

## 313911000-PM-03: Communicate operational information and data NQF Level 4 (6)

### Purpose of the Practical Skill Module

The focus of the learning in this module is on providing the learner an opportunity to:

* Organise, present and report operational data in a controlled learning environment
* Share information and keep subordinates informed

The learner will be required to:

PM-03-PS01 Conduct a meeting

PM-03-PS02 Prepare and present operational information in the form of written reports

PM-03-PS03 Prepare and present operational information orally with the use of visual aids

PM-03-PS04 Process data to generate information and isolate trends

### Guidelines for Practical Skills

#### PM-03-PS01: Conduct a meeting

Scope of Practical Skill:

Given a simulated meeting, structured to involve a group of participants with specific roles, past minutes of a meeting and operational information to inform the members, the learner must be able to:

PA0101 Plan the agenda of a meeting in relation to the meeting objective

PA0102 Prepare and organise meeting information material including an agenda and past minutes and documentary records to be considered during the meeting, from the learning aids provided

PA0103 Chair a simulated meeting

PA0104 Record decisions made during the meeting

Applied Knowledge

AK0101 Workplace meetings - directing and chairing a meeting

AK0102 Dealing with emotional interruptions during meetings

AK0103 Dealing with argumentative and difficult members of a meeting

Internal Assessment Criteria

The role of the Chairperson to control and direct the proceedings during a meeting is explained

An agenda is compiled in relation to the meeting objective

A simulated meeting is conducted

Decisions made during the meeting are recorded in the correct format

#### PM-03-PS02: Prepare and present operational information in the form of written reports

Scope of Practical Skill:

Given examples of a grain handling and storage facility operational data, at least three target audiences (subordinate, peer, manager) and a personal computer, the learner must be able to:

PA0201 Compile reports for specific target audiences using the appropriate language, format and writing style

Applied Knowledge

AK0201 Writing styles and language use

AK0202 Production reporting formats

AK0203 Organising and presenting information in production reports

Internal Assessment Criteria

A report is planned, and a first draft is written and edited

Operational information is prepared and presented in the form of written reports

#### PM-03-PS03: Prepare and present operational information orally with the use of visual aids

Scope of Practical Skill:

Given examples of a grain handling and storage facility operational data, at least three target audiences (subordinate, peer, managers), the learner must be able to:

PA0301 Prepare and organise presentation material to be used in an oral presentation

PA0302 Deliver an oral presentation to each of the target groups and respond to questions raised

Applied Knowledge

AK0301 Planning and preparing for a presentation

AK0302 Target audience requirements

AK0303 Developing a presentation

AK0304 Presentation principles

Internal Assessment Criteria

Operational information is prepared and presented orally with the use of visual aids

#### PM-03-PS04: Process data to generate information and isolate trends

Scope of Practical Skill:

Given raw operational data, a personal computer and instruction to report data for a range of scenarios, the learner must be able to:

PA0401 Consolidate information from more than one source

PA0402 Analyse data and isolate/identify trends

Applied Knowledge

AK0401 Data collation

AK0402 Report writing

Internal Assessment Criteria

The required raw operational data is consolidated to prepare it for analysis

Data is processed to generate information and isolate trends

### Provider Accreditation Requirements for the Module

Physical Requirements:

Demonstrate access to:

* Structured examples and scenarios
* Learner instructions and work sheets
* Assessment instruments and standards for each practical skill that clearly defines standards of competence as competent or not yet competent
* Reflective learning exercises

Human Resource Requirements:

* Learner facilitator ratio of 1:15
* Facilitators with subject matter expertise
* Internal assessors can be the same person as the facilitator
* Assessors with recognised assessment practice training and subject matter expertise

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

## 313911000-PM-04: Plan, monitor and control processes in a grain handling and storage facility NQF Level 4 (23)

### Purpose of the Practical Skill Module

The focus of the learning in this module is on providing the learner an opportunity to:

* Plan, monitor and control grain intake, storage and out loading processes in accordance with specifications, policies and procedures

The learner will be required to:

PM-04-PS01 Apply technical judgment to monitor and control grain handling and storage practices

PM-04-PS02 Monitor and control equipment setup and maintenance

PM-04-PS03 Plan and schedule operational activities

PM-04-PS04 Recognise and respond to variations in grain flow and quality standards at various stages

### Guidelines for Practical Skills

#### PM-04-PS01: Apply technical judgment to monitor and control grain handling and storage practices

Scope of Practical Skill:

Given a controlled learning environment and grain intake, storage and out-loading processes, the learner must be able to:

PA0101 Evaluate weighing, sampling and grain grading practices and respond to deviations from operating procedures to maintain standards

PA0102 Interpret grain grading results to allocate grain to correct bins or pre-storage treatment process

PA0103 Use visual and sensory cues to determine grain deterioration (mouldy-sour smell, condensation, hot spots and insect infestation) to maintain grain quality during storage

PA0104 Monitor and control standards, practices and the associated documentation requirements applied during grain receiving processes, and respond to deviations

PA0105 Monitor and control practices (including documentation) applied during out-loading processes and respond to deviations to maintain standards

Applied Knowledge

AK0101 Quality factors that influence grain grading and storage

AK0102 Grain quality assurance and stock management

AK0103 Overview of pest control principles and concept

Internal Assessment Criteria

Sampling, weighing and grain grading procedures are explained

Intake and out-loading procedures are explained

The appropriate response to deviations in quality standards is explained

Technical judgment is applied to monitor and control grain handling and storage practices according to workplace procedures

Required documentation completed

#### PM-04-PS02: Monitor and control equipment setup and maintenance

Scope of Practical Skill:

Given a grain handling facility, a range of scenarios, pictures and/or physical examples representing indications of mechanical problems, the learner must be able to:

PA0201 Apply technical understanding to ensure that equipment is operated within designed mechanical specifications and safety parameters

PA0202 Recognise a basic mechanical problem, isolate the cause of the problem and recommend the desired actions to address the situation

PA0203 Make/initiate adjustments to meet required grain flow

PA0204 Proactively recognise potential problem areas, formulate preventative measures and take the desired course of action

PA0205 Report and initiate services and maintenance of equipment

Applied Knowledge

AK0201 Indicators of mechanical problems on equipment

AK0202 Standard equipment settings and operating standards

AK0203 Causes of mechanical problems

Internal Assessment Criteria

The appropriate usage of equipment for different processes is explained

The causes of mechanical failure of equipment related to various scenarios is explained

Potential problem areas and the desired course of action to address the problem are discussed

Equipment setup and maintenance are monitored and controlled

#### PM-04-PS03: Plan and schedule operational activities

Scope of Practical Skill:

Given a simulated environment or case study with historic data or examples of grain crop estimates, trend data and market requirements, the learner must be able to:

PA0301 Utilise data provided to plan operational activities of a grain handling and storage facility

PA0302 Set targets to ensure optimal utilisation of storage capacity for different quality grains

PA0303 Analyse trends of grain received and plan operational activities accordingly

PA0304 Evaluate storage utilisation and formulate corrective measures to address deviations

Applied Knowledge

AK0301 Planning and scheduling

Internal Assessment Criteria

Operational activities are planned and scheduled as directed

Possible corrective measures to address deviations identified in storage utilisation are explained

#### PM-04-PS04: Recognise and respond to variations in grain flow and quality standards at various stages

Scope of Practical Skill:

Given various grain specifications and a controlled grain handling and storage learning environment, the learner must be able to:

PA0401 Inspect grain quality to maintain consistent application of grain grading standards

PA0402 Channel sub-standard grain to the appropriate pre-storage treatment process

PA0403 Monitor optimal grain flow in terms of equipment capacity

PA0404 Recognise and respond to deviations in grain flow at various stages during the grain handling process

PA0405 Use visual and sensory cues to determine grain deterioration (mouldy-sour smell, condensation, hot spots, insect infestation)

PA0406 Analyse information provided in grain inspection reports

PA0407 Select and initiate the appropriate corrective action to maintain grain quality standards and minimise loss

PA0408 Compile records and report on actions taken

Applied Knowledge

AK0401 Quality factors that influence grain grading and storage

AK0402 Relationship between and concepts related to operational control, and stock quantity and quality

AK0403 Grain handling standards

AK0404 Concepts of product contamination and deterioration

AK0405 Product quality concepts and standards

AK0406 Legislation and the regulations in respect of Food Hygiene and Food Safety Standards

Internal Assessment Criteria

The importance of grain grading and quality standards are explained

The implications of various deviations in grain quality and corrective measures that can be taken are discussed

Variations in grain flow and quality standards at various stages are recognised and correctly responded to

### Provider Accreditation Requirements for the Module

Physical Requirements:

Demonstrate access to:

* Structured examples and scenarios
* Learner instructions and work sheets
* Assessment instruments and standards for each practical skill that clearly defines standards of competence as competent or not yet competent
* Reflective learning exercises

Human Resource Requirements:

* Learner facilitator ratio of 1:15
* Facilitators with subject matter expertise
* Internal assessors can be the same person as the facilitator
* Assessors with recognised assessment practice training and subject matter expertise

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

## 313911000-PM-05: Maintain safety and health standards in a grain handling and storage environment NQF Level 4 (8)

### Purpose of the Practical Skill Module

The focus of the learning in this module is on providing the learner an opportunity to:

* Perform the required processes and procedures to maintain safety and health standards in a grain handling and storage environment

The learner will be required to:

PM-05-PS01 Identify and respond to work practices, events or situations that could create unsafe working conditions

PM-05-PS02 Inspect structures and facilities for soundness and compliance with safety, health and quality assurance requirements

PM-05-PS03 Monitor and control handling and disposal of waste

PM-05-PS04 Investigate and report incidents/accidents

### Guidelines for Practical Skills

#### PM-05-PS01: Identify and respond to work practices, events or situations that could create unsafe working conditions

Scope of Practical Skill:

Given a controlled learning environment in a grain handling facility, the learner must be able to:

PA0101 Inspect a work area to identify risks and recommend corrective measures

PA0102 Identify the appropriate response to a range of situations to enforce compliance with Safety, Health and Environmental Protection measures

PA0103 Compile reports on risks in terms of Safety Health and Environmental protection policies and procedures

Applied Knowledge

AK0101 Safety standards and preventative practices

AK0102 Common deviations and standard responses

Internal Assessment Criteria

The importance of Safety, Health and Environmental Protection policies and procedures in the workplace are explained

Work practices, events or situations that could create unsafe working conditions are identified and responded to

#### PM-05-PS02: Inspect structures and facilities for soundness and compliance with safety, health and quality assurance requirements

Scope of Practical Skill:

Given quality specifications and procedures, structures and facilities, the learner must be able to:

PA0201 Conduct inspections to recognise potential problem areas, formulate preventive measures and the desired course of action

PA0202 Formulate maintenance and repair requests to inform dedicated maintenance and repair department of services required

PA0203 Record findings of inspections and request corrective measures in accordance with standard quality assurance procedures

Applied Knowledge

AK0201 Grain handling facility operational safety

Internal Assessment Criteria

The consequences of non-conforming structures and/or facilities on the business are discussed

Structures and facilities are inspected for soundness and compliance with safety, health and quality assurance requirements

#### PM-05-PS03: Monitor and control handling and disposal of waste

Scope of Practical Skill:

Given a controlled learning environment, an operational grain handling and storage facility and waste produced during normal operating conditions, the learner must be able to:

PA0301 Monitor and control waste disposal operations to ensure compliance with legislative requirements

PA0302 Monitor grain dust and chaff bagging, weighing, documentation, disposal and the loss adjustment from stock records

PA0303 Recognise and initiate corrective measures to address hazards

Applied Knowledge

AK0301 Legislative Acts and regulations

AK0302 Waste handling procedures

Internal Assessment Criteria

Waste disposal practices and the risks associated with non-conformance to statutory Acts and regulations are discussed

Handling and disposal of waste are monitored and controlled

#### PM-05-PS04: Investigate and report incidents/accidents

Scope of Practical Skill:

Given a simulated incident/accident, the learner must be able to:

PA0401 Conduct an investigation and submit a report

PA0402 Establish an official record and report as required by regulatory requirements

PA0403 Formulate recommendations on preventive measures

Applied Knowledge

AK0401 Facility operational safety procedures

AK0402 Incident investigation and reporting procedures

Internal Assessment Criteria

Incidents/accidents are investigated and reported according to workplace procedures

### Provider Accreditation Requirements for the Module

Physical Requirements:

Demonstrate access to:

* Structured examples and scenarios
* Learner instructions and work sheets
* Assessment instruments and standards for each practical skill that clearly defines standards of competence as competent or not yet competent
* Reflective learning exercises

Human Resource Requirements:

* Learner facilitator ratio of 1:15
* Facilitators with subject matter expertise
* Internal assessors can be the same person as the facilitator
* Assessors with recognised assessment practice training and subject matter expertise

Legal Requirements:

* Compliance with occupational health, safety and environmental protection regulations

### Critical Topics to be Assessed Externally for the Knowledge Subject

None specified

### Exemptions

None specified

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

313911000-WM-01: Motivated and productive work teams, NQF level 3, (8)

313911000-WM-02: Optimal resource availability and utilisation, NQF level 4, (21)

313911000-WM-03: Operational information and data communicated, NQF level 4, (6)

313911000-WM-04: Grain handled and stored, NQF level 4, (29)

313911000-WM-05: Risks controlled, NQF level 4, (11)

## 313911000-WM-01: Motivated and productive work teams NQF Level 3 (8)

### Purpose of the Work Experience Module

The focus of the work experience is on providing the learner an opportunity to:

* Supervise the activities of work teams and individuals employed in a grain handling and storage facility, adhere to workplace policies and procedures and report to person in authority.

The learner will be required to:

WM-01-WE01 Direct and control the work activities of individuals and teams to ensure completion of tasks in accordance with set workplace procedures and performance standards

WM-01-WE02 Maintain first-line work relations

### Guidelines for Work Experiences

#### WM-01-WE01: Direct and control the work activities of individuals and teams to ensure completion of tasks in accordance with set workplace procedures and performance standards

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0101 Attend and submit a work schedule at a planning meeting

WA0102 Allocate and monitor the execution of tasks by subordinates in terms of set workplace procedures

WA0103 Issue clear instructions on tasks that must be completed

WA0104 Report operational related problems to the dedicated person

WA0105 Respond to poor performance matters in a structured and fair manner, if applicable

WA0106 Record and report subordinate attendance in terms of workplace practices

Supporting Evidence

SE0101 Records from meetings

SE0102 Standard workplace records

#### WM-01-WE02: Maintain first-line work relations

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0201 Monitor and direct the conduct of employees in terms of workplace practices

WA0202 Maintain open communication with subordinate staff members

Supporting Evidence

SE0201 Records from meetings

SE0202 Standard workplace records

### Contextualised Workplace Knowledge

1. Personnel policies, procedures and standard documentation

### Criteria for Workplace Approval

Physical Requirements:

* Standard documentation on protocols and procedures
* Standard reporting documentation

Human Resource Requirements:

* Grain Handling Controller expert trained in coaching and mentoring
* Learner expert ratio of 1:5

Legal Requirements:

* None specified in addition to workplace specific regulatory requirements.

### Additional Assignments to be Assessed Externally

Assignment description:

Assignment 1: Planning, scheduling and controlling work teams

Elements to be assessed:

* The ability to plan, schedule and control activities of a work team

Evaluation criteria:

* Structured planning and allocation of work is demonstrated
* Evidence is provided of efficient utilisation of work teams
* The achievement of expected work targets is demonstrated

## 313911000-WM-02: Optimal resource availability and utilisation NQF Level 4 (21)

### Purpose of the Work Experience Module

The focus of the work experience is on providing the learner an opportunity to:

* Gain experience in managing the resources and personnel of a grain handling and storage facility

The learner will be required to:

WM-02-WE01 Determine requirements, secure availability and monitor efficient utilisation of resources

WM-02-WE02 Monitor and control assets and maintain registers

WM-02-WE03 Participate in financial planning, budgeting and costing activities

WM-02-WE04 Set work objectives, monitor performance and provide feedback

WM-02-WE05 Coach and develop personnel to required competency levels

WM-02-WE06 Manage subordinate employees and work teams

### Guidelines for Work Experiences

#### WM-02-WE01: Determine requirements, secure availability and monitor efficient utilisation of resources

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0101 Compile resource estimates required for a grain handling and storage facility for a grain season

WA0102 Complete and administer resource requests for a grain season

WA0103 Allocate and monitor resources for a grain season

Supporting Evidence

SE0101 Records from meetings

SE0102 Standard workplace records

SE0103 Production records

#### WM-02-WE02: Monitor and control assets and maintain registers

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0201 Compile and maintain an accurate asset register

WA0202 Monitor and control assets with the use of the asset register for a grain season

WA0203 Manage movable assets according to policy

WA0204 Report asset losses and/or worn out items

Supporting Evidence

SE0201 Records from meetings

SE0202 Standard workplace records

SE0203 Production records

#### WM-02-WE03: Participate in financial planning, budgeting and costing activities

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0301 Participate in a financial planning session

WA0302 Compile and manage a budget for a financial cycle

WA0303 Provide costing inputs for a financial cycle

WA0304 Participate in cost control and reporting for a financial cycle

WA0305 Identify potential cost saving, formulate recommendations to achieve these, and present to dedicated managers

Supporting Evidence

SE0301 Records from meetings

SE0302 Standard workplace records

SE0303 Production records

#### WM-02-WE04: Set work objectives, monitor performance and provide feedback

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0401 Develop and agree on daily/weekly subordinate objectives

WA0402 Monitor completion of tasks to achieve objectives

WA0403 Conduct a performance interview

WA0404 Discuss and agree on corrective steps to address shortcomings

WA0405 Maintain records and registers for a grain season

Supporting Evidence

SE0401 Records from meetings

SE0402 Standard workplace records

#### WM-02-WE05: Coach and develop personnel to required competency levels

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0501 Determine and record personnel competency and identify gaps

WA0502 Plan and agree on coaching interventions

WA0503 Conduct a coaching session

WA0504 Follow-up on progress in the workplace and give guidance

WA0505 Measure and record performance after coaching session

WA0506 Plan feedback session/s and give individual feedback

Supporting Evidence

SE0501 Records from meetings

SE0502 Standard workplace records/ feedback reports

#### WM-02-WE06: Manage subordinate employees and work teams

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0601 Maintain and administer personnel records in terms of workplace practices

WA0602 Respond to problems raised by subordinates during meetings on workplace related matters

WA0603 Conduct and record a performance management interview in accordance with workplace practices and report findings and recommendations to dedicated managers

WA0604 Monitor employee conduct and initiate appropriate responses to misconduct where required for the training period

WA0605 Enforce workplace protocols, policies and procedures

Supporting Evidence

SE0601 Records from meetings

SE0602 Standard workplace personnel records

### Contextualised Workplace Knowledge

1. Workplace policies, procedures and standards

### Criteria for Workplace Approval

Physical Requirements:

* Standard documentation on protocols and procedures
* Standard reporting documentation

Human Resource Requirements:

* Grain Handling Controller expert trained in coaching and mentoring
* Learner expert ratio of 1:5

Legal Requirements:

* None specified in addition to workplace specific regulatory requirements.

### Additional Assignments to be Assessed Externally

Assignment description:

Assignment 2: Compile an operational budget and listing critical financial control points

Elements to be assessed:

* The ability to plan expenses and control costs within the budget allocation

Evaluation criteria:

* A structured and realistic budget document with correct numerical calculations is compiled
* Critical financial control points are clearly identified
* Appropriate corrective measures for deviations are formulated
* Financial reports are accurately interpreted

## 313911000-WM-03: Communication of operational information and data NQF Level 4 (6)

### Purpose of the Work Experience Module

The focus of the work experience is on providing the learner an opportunity to:

* Gain experience in communicating information, keeping subordinates informed, and providing inputs in respect of operational data and trends at planning and quality meetings

The learner will be required to:

WM-03-WE01 Issue instructions and follow-up on execution

WM-03-WE02 Participate and provide inputs at meetings on operational planning, scheduling, output and quality standards

WM-03-WE03 Present information to subordinates at information sharing sessions

WM-03-WE04 Record, report and maintain workplace specific operational data

### Guidelines for Work Experiences

#### WM-03-WE01: Issue instructions and follow-up on execution

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0101 Issue clear instructions on matters requiring process or technical understanding to individual subordinates and/or team members

WA0102 Delegate routine tasks to an individual and follow-up on the execution

WA0103 Monitor the execution of instructions and correct poor work standards

Supporting Evidence

SE0101 Operational records

#### WM-03-WE02: Participate and provide inputs at meetings on operational planning, scheduling, output and quality standards

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0201 Provide inputs on technical- or process-related matters at two planning meetings

WA0202 Provide information on achievement of scheduled operational objectives at two reporting meetings

WA0203 Provide inputs at one scheduled maintenance planning meeting

WA0204 Respond to and provide preventative measures on non-conformance of products at two quality management meetings

Supporting Evidence

SE0201 Minutes of meetings

#### WM-03-WE03: Present information to subordinates at information sharing sessions

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0301 Present clear and understandable information on technical- or process-related matters to subordinate team members and respond to questions raised

WA0302 Present at least one demonstration to subordinates on product standards

WA0303 Provide feedback to team members on matters arising from at least two management meetings attended

WA0304 Maintain daily feedback to subordinates on produce targets and quality standards

Supporting Evidence

SE0301 Operational records

SE0302 Proof of Presentations

#### WM-03-WE04: Record, report and maintain workplace specific operational data

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0401 Analyse and record operational data accurately

WA0402 Report to persons in authority on any problem-related issues

Supporting Evidence

SE0401 Operational records and reports

### Contextualised Workplace Knowledge

1. Workplace policies, procedures and standards
2. Workplace reporting structures

### Criteria for Workplace Approval

Physical Requirements:

* Standard documentation on protocols and procedures
* Standard reporting documentation

Human Resource Requirements:

* Grain Handling Controller expert trained in coaching and mentoring
* Learner expert ratio of 1:5

Legal Requirements:

* None specified in addition to workplace specific regulatory requirements.

### Additional Assignments to be Assessed Externally

Assignment description:

Assignment 3: Reporting on grain handling operations

Elements to be assessed:

* The ability to report on grain handling operations

Evaluation criteria:

* Data is analysed and trends are presented graphically
* Data is analysed and captured in a storage and commodity stock report

## 313911000-WM-04: Grain handled and stored NQF Level 4 (29)

### Purpose of the Work Experience Module

The focus of the work experience is on providing the learner an opportunity to:

* Gain experience in monitoring and controlling the handling and storage processes, grain quantities and quality, and the operational functionality of equipment and facilities in a bulk grain handling facility

The learner will be required to:

WM-04-WE01 Inspect structures, mechanical and electrical systems and equipment and maintain records/registers

WM-04-WE02 Monitor and control equipment and facility care and neatness

WM-04-WE03 Monitor and control the maintenance and repair of structures, systems and equipment

WM-04-WE04 Monitor and control grain handling and storage processes

WM-04-WE05 Monitor and control stored grain quantities

WM-04-WE06 Monitor and maintain grain quality standards

### Guidelines for Work Experiences

#### WM-04-WE01: Inspect structures, mechanical and electrical systems and equipment and maintain records/registers

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0101 Conduct at least two inspections of structures, systems and equipment to identify problems/faults

WA0102 Monitor the functionality of the grain grading equipment in accordance with specifications

WA0103 Record and report findings and initiate corrective measures in accordance with standard workplace procedures

Supporting Evidence

SE0101 Facility inspection records and reports

#### WM-04-WE02: Monitor and control equipment and facility care, cleaning and hygiene

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0201 Conduct daily inspections of equipment and facility care and neatness

WA0202 Monitor and control the execution of standard facility and equipment cleaning and hygiene procedures

WA0203 Maintain records and registers

Supporting Evidence

SE0201 Facility inspection records and reports

#### WM-04-WE03: Monitor and control the maintenance and repair of structures, systems and equipment

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0301 Initiate at least one structural or equipment maintenance/repair request

WA0302 Monitor at least one maintenance/repair event

WA0303 Control minor equipment repairs and/or adjustments

WA0304 Record and report maintenance and repair events

Supporting Evidence

SE0301 Facility inspection records and reports

SE0302 Maintenance records

#### WM-04-WE04: Monitor and control grain handling and storage processes

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0401 Control grain receiving for a period of one week in season

WA0402 Control grain storage for a minimum period of one month

WA0403 Control grain out-loading for a minimum period of one week

WA0404 Control grain cleaning, drying, aeration, and fumigation/spraying processes

WA0405 Maintain accurate grain intake and out-loading records/registers

Supporting Evidence

SE0401 Grain intake and out-loading records/registers

SE0402 Mentor report

#### WM-04-WE05: Monitor and control stored grain quantities

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0501 Determine actual stored grain quantities

WA0502 Keep accurate grain intake and out-loading records/registers

WA0503 Keep accurate grain intake and out-loading records/registers

WA0504 Complete grain verification, reconciliation and loss estimation record/report

Supporting Evidence

SE0501 Grain intake and out-loading records/registers

SE0502 Grain verification, reconciliation and grain loss estimation report

#### WM-04-WE06: Monitor and maintain grain quality standards

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0601 Monitor the availability and correct functioning of appropriate grain grading equipment

WA0602 Monitor grain sampling in accordance with standard procedures

WA0603 Monitor grain grading and result recording in accordance with standard procedures

WA0604 Conduct regular bin inspections to monitor grain quality and detect signs of deterioration or infestation

WA0605 Enforce compliance with food safety standards in terms of workplace protocols

WA0606 Maintain quality standards for a range of grains of varying types and quality to customer and market requirements

WA0607 Record and report findings and take corrective measures in accordance with standard procedures and work instructions

Supporting Evidence

SE0601 Grain quality bin inspection records/reports

SE0602 Mentor reports

### Contextualised Workplace Knowledge

1. Concepts of product contamination and deterioration
2. Grain grading standards
3. Grain handling and storage specifications of different grains for different markets
4. Grain silo cleaning and fumigation/spraying practices
5. Quality assurance requirements and procedures
6. Standard workplace procedures and report structures
7. Stock control procedures
8. Storage capacity utilisation planning

### Criteria for Workplace Approval

Physical Requirements:

* Bulk grain handling and storage facility
* Standard reporting documentation

Human Resource Requirements:

* Grain Handling Controller expert trained in coaching and mentoring
* Learner expert ratio of 1:5

Legal Requirements:

* Workplace compliance with occupational health safety and environmental protection requirements

### Additional Assignments to be Assessed Externally

Assignment description:

Assignment 4: Controlling storage efficiency and quality standards

Elements to be assessed:

* The ability to maintain efficiency of storage operations and the quality standards

Evaluation criteria:

* Planning of the utilisation of storage facilities in terms of intake expectations is performed
* Tons aerated, fumigated, dried and cleaned are reported
* Silo bin inspection reports are compiled and deviations recorded and addressed
* Commodity hygiene, quality standards and specifications are met

## 313911000-WM-05: Risks controlled NQF Level 4 (11)

### Purpose of the Work Experience Module

The focus of the work experience is on providing the learner an opportunity to:

* Conduct risk assessments and report on identified risk areas, monitor compliance with Acts, regulations, policies and procedures and initiate corrective actions where required.

The learner will be required to:

WM-05-WE01 Conduct risk assessments and monitor compliance with risk management policies and procedures

WM-05-WE02 Control waste and apply appropriate disposal practices

WM-05-WE03 Identify and respond to work practices, events or situations that could create risks

### Guidelines for Work Experiences

#### WM-05-WE01: Conduct risk assessments and monitor compliance with risk management policies and procedures

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0101 Conduct a risk assessment and record findings

WA0102 Monitor compliance with risk management policies and procedures

WA0103 Identify deviating practices and initiate corrective actions

WA0104 Perform at least one assessment on the availability and condition of health and safety equipment, and present requests for replacements and/or additional equipment

WA0105 Provide inputs and feedback on risk management issues at risk management meetings

WA0106 Present records and registers for internal auditing on at least two occasions

Supporting Evidence

SE0101 Completed reports

SE0101 Mentor report

#### WM-05-WE02: Identify and respond to work practices, events or situations that could create risks

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0201 Conduct an inspection to identify and record unsafe work practices, events or situations

WA0202 Initiate corrective actions where deviations exist and follow-up

WA0203 Monitor compliance with Safety, Health and Environmental Protection Acts and regulations

Supporting Evidence

SE0201 Mentor report

SE0201 Safety inspection report

#### WM-05-WE03: Control waste and the application of appropriate disposal practices

Scope of Work Experience

The person will be expected to engage in the following work activities:

WA0301 Control housekeeping standards in grain intake, storage and out-loading areas

WA0302 Control collection, bagging, weighing and disposal of dust, screenings and other impurities

WA0303 Control sweeping, reclaiming and bagging of spillages

Supporting Evidence

SE0301 Completed reports

SE0302 Completed standard documentation

### Contextualised Workplace Knowledge

1. Facility cleaning and hygiene policy and procedures
2. Pest control policy and procedures
3. Grain grading and storage policy and procedures
4. Risk assessment policy and procedures
5. Standard reporting procedures and documentation
6. Standard workplace operating policies and procedures
7. Workplace emergency response procedures

### Criteria for Workplace Approval

Physical Requirements:

* Bulk grain handling and storage facility
* Standard reporting documentation

Human Resource Requirements:

* Grain Handling Controller expert trained in coaching and mentoring
* Learner expert ratio of 1:5

Legal Requirements:

* Workplace compliance with occupational health safety and environmental protection requirements

### Additional Assignments to be Assessed Externally

Assignment description:

Assignment 5: Controlling functionality and risks

Elements to be assessed:

* The ability to maintain the functionality and safety of the grain handling facility

Evaluation criteria:

* Hazard inspection and risk assessments are performed and deviations are addressed
* Maintenance needs are identified and addressed

Assignment description:

Assignment 6: Customer relations

Elements to be assessed:

* The ability to maintain good relations with customers and address complaints

Evaluation criteria:

* Duties of customer liaison are performed and scheduled visits to market services are conducted
* Market information is available and provided
* Customer complaints are resolved and when required reported for resolution

# STATEMENT OF WORK EXPERIENCE

**STATEMENTS OF WORK EXPERIENCE**

|  |  |
| --- | --- |
| Curriculum Number: | 313911000 |
| Curriculum Title: | National Occupational Qualification: Grain Handling Controller  |

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| --- |
| Learner Details |
| Name: |  |
| ID Number: |  |

|  |
| --- |
| Employer Details |
| Company Name: |  |
| Address: |  |
| Supervisor Name: |  |
| Work Telephone: |  |
| E-Mail: |  |

|  |
| --- |
| **WE01** |
| WM-01-WE01 | Direct and control the work activities of individuals and teams to ensure completion of tasks in accordance with set workplace procedures and performance standards | Date | Signature |
|  | **Work Activities** |  |  |
| WA0101 | Attend and submit a work schedule at a planning meeting |  |  |
| WA0102 | Allocate and monitor the execution of tasks by subordinates in terms of set workplace procedures |  |  |
| WA0103 | Issue clear instructions on tasks that must be completed |  |  |
| WA0104 | Report operational related problems to the dedicated person |  |  |
| WA0105 | Respond to poor performance matters in a structured and fair manner, if applicable |  |  |
| WA0106 | Record and report subordinate attendance in terms of workplace practices |  |  |
|  | **Supporting Evidence** |  |  |
| SE0101 | Records from meetings |  |  |
| SE0102 | Standard workplace records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Personnel policies, procedures and standard documentation |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm. 1 | Planning, scheduling and controlling work teams |  |  |
|  |  |  |  |
| **WE02** |
| WM-01-WE02 | Maintain first-line work relations | Date | Signature |
|  | **Work Activities** |  |  |
| WA0201 | Monitor and direct the conduct of employees in terms of workplace practices |  |  |
| WA0202 | Maintain open communication with subordinate staff members |  |  |
|  | **Supporting Evidence** |  |  |
| SE0201 | Records from meetings |  |  |
| SE0202 | Standard workplace records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Personnel policies, procedures and standard documentation |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm. 1 | Planning, scheduling and controlling work teams |  |  |
|  |  |  |  |
| **WE03** |
| WM-02-WE01 | Determine requirements, secure availability and monitor efficient utilisation of resources | Date | Signature |
|  | **Work Activities** |  |  |
| WA0101 | Compile resource estimates required for a grain handling and storage facility for a grain season |  |  |
| WA0102 | Complete and administer resource requests for a grain season |  |  |
| WA0103 | Allocate and monitor resources for a grain season |  |  |
|  | **Supporting Evidence** |  |  |
| SE0101 | Records from meetings |  |  |
| SE0102 | Standard workplace records |  |  |
| SE0103 | Production records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standards |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm. 1 | Planning, scheduling and controlling work teams |  |  |

|  |
| --- |
| **WE04** |
| WM-02-WE02 | Monitor and control assets and maintain registers | Date | Signature |
|  | **Work Activities** |  |  |
| WA0201 | Compile and maintain an accurate asset register |  |  |
| WA0202 | Monitor and control assets with the use of the asset register for a grain season |  |  |
| WA0203 | Manage movable assets according to policy |  |  |
| WA0204 | Report asset losses and/or worn out items |  |  |
|  | **Supporting Evidence** |  |  |
| SE0201 | Records from meetings |  |  |
| SE0202 | Standard workplace records |  |  |
| SE0203 | Production records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standard documentation |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |
|  |  |  |  |
| **WE05** |
| WM-02-WE03 | Participate in financial planning, budgeting and costing activities | Date | Signature |
|  | **Work Activities** |  |  |
| WA0301 | Participate in a financial planning session |  |  |
| WA0302 | Compile and manage a budget for a financial cycle |  |  |
| WA0303 | Provide costing inputs for a financial cycle |  |  |
| WA0304 | Participate in cost control and reporting for a financial cycle |  |  |
| WA0305 | Identify potential cost saving, formulate recommendations to achieve these, and present to dedicated managers |  |  |
|  | **Supporting Evidence** |  |  |
| SE0301 | Records from meetings |  |  |
| SE0302 | Standard workplace records |  |  |
| SE0303 | Production records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standard documentation |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | Compile an operational budget and list critical financial control points |  |  |
|  |  |  |  |
| **WE06** |
| WM-02-WE04 | Set work objectives, monitor performance and provide feedback | Date | Signature |
|  | **Work Activities** |  |  |
| WA0401 | Develop and agree on daily/weekly subordinate objectives |  |  |
| WA0402 | Monitor completion of tasks to achieve objectives |  |  |
| WA0403 | Conduct a performance interview |  |  |
| WA0404 | Discuss and agree on corrective steps to address shortcomings |  |  |
| WA0405 | Maintain records and registers for a grain season |  |  |
|  | **Supporting Evidence** |  |  |
| SE0401 | Records from meetings |  |  |
| SE0402 | Standard workplace records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standards |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |

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| --- |
| **WE07** |
| WM-02-WE05 | Coach and develop personnel to required competency levels | Date | Signature |
|  | **Work Activities** |  |  |
| WA0501 | Determine and record personnel competency and identify gaps |  |  |
| WA0502 | Plan and agree on coaching interventions |  |  |
| WA0503 | Conduct a coaching session |  |  |
| WA0504 | Follow-up on progress in the workplace and give guidance |  |  |
| WA0505 | Measure and record performance after coaching session |  |  |
| WA0506 | Plan feedback session/s and give individual feedback |  |  |
|  | **Supporting Evidence** |  |  |
| SE0501 | Records from meetings |  |  |
| SE0502 | Standard workplace records/ feedback reports |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standard documentation |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |
|  |  |  |  |
| **WE08** |
| WM-02-WE06 | Manage subordinate employees and work teams | Date | Signature |
|  | **Work Activities** |  |  |
| WA0601 | Maintain and administer personnel records in terms of workplace practices |  |  |
| WA0602 | Respond to problems raised by subordinates during meetings on workplace related matters |  |  |
| WA0603 | Conduct and record a performance management interview in accordance with workplace practices and report findings and recommendations to dedicated managers |  |  |
| WA0604 | Monitor employee conduct and initiate appropriate responses to misconduct where required for the training period |  |  |
| WA0605 | Enforce workplace protocols, policies and procedures |  |  |
|  | **Supporting Evidence** |  |  |
| SE0601 | Records from meetings |  |  |
| SE0602 | Standard workplace personnel records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standard documentation |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |

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|  |  |  |  |
| **WE09** |
| WM-03-WE01 | Issue instructions and follow-up on execution | Date | Signature |
|  | **Work Activities** |  |  |
| WA0101 | Issue clear instructions on matters requiring process or technical understanding to individual subordinates and/or team members |  |  |
| WA0102 | Delegate routine tasks to an individual and follow-up on the execution |  |  |
| WA0103 | Monitor the execution of instructions and correct poor work standards  |  |  |
|  | **Supporting Evidence** |  |  |
| SE0101 | Operational records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standards |  |  |
| 2 | Workplace reporting structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |

|  |
| --- |
| **WE10** |
| WM-03-WE02 | Participate and provide inputs at meetings on operational planning, scheduling, output and quality standards | Date | Signature |
|  | **Work Activities** |  |  |
| WA0201 | Provide inputs on technical- or process-related matters at two planning meetings |  |  |
| WA0202 | Provide information on achievement of scheduled operational objectives at two reporting meetings |  |  |
| WA0203 | Provide inputs at one scheduled maintenance planning meeting |  |  |
| WA0204 | Respond to and provide preventative measures on non-conformance of products at two quality management meetings |  |  |
|  | **Supporting Evidence** |  |  |
| SE0201 | Minutes of meetings |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standards |  |  |
| 2 | Workplace reporting structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |
|  |  |  |  |
| **WE11** |
| WM-03-WE03 | Present information to subordinates at information sharing sessions | Date | Signature |
|  | **Work Activities** |  |  |
| WA0301 | Present clear and understandable information on technical- or process-related matters to subordinate team members and respond to questions raised |  |  |
| WA0302 | Present at least one demonstration to subordinates on product standards |  |  |
| WA0303 | Provide feedback to team members on matters arising from at least two management meetings attended |  |  |
| WA0304 | Maintain daily feedback to subordinates on produce targets and quality standards |  |  |
|  | **Supporting Evidence** |  |  |
| SE0301 | Operational records |  |  |
| SE0302 | Proof of Presentations  |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standards |  |  |
| 2 | Workplace reporting structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
|  | None |  |  |
|  |  |  |  |
| **WE12** |
| WM-03-WE04 | Record, report and maintain workplace specific operational data | Date | Signature |
|  | **Work Activities** |  |  |
| WA0401 | Analyse and record operational data accurately |  |  |
| WA0402 | Report to persons in authority on any problem-related issues |  |  |
|  | **Supporting Evidence** |  |  |
| SE0401 | Operational records and reports |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Workplace policies, procedures and standards |  |  |
| 2 | Workplace reporting structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm. 3 | Reporting on grain handling operations |  |  |

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| **WE13** |
| WM-04-WE01 | Inspect structures, mechanical and electrical systems and equipment and maintain records/registers | Date | Signature |
|  | **Work Activities** |  |  |
| WA0101 | Conduct at least two inspections of structures, systems and equipment to identify problems/faults |  |  |
| WA0102 | Monitor the functionality of the grain grading equipment in accordance with specifications |  |  |
| WA0103 | Record and report findings and initiate corrective measures in accordance with standard workplace procedures |  |  |
|  | **Supporting Evidence** |  |  |
| SE0101 | Facility inspection records and reports |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Standard workplace procedures and report structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |
|  |  |  |  |
| **WE14** |
| WM-04-WE02 | Monitor and control equipment and facility care, cleaning and hygiene | Date | Signature |
|  | **Work Activities** |  |  |
| WA0201 | Conduct daily inspections of equipment and facility care and neatness |  |  |
| WA0202 | Monitor and control the execution of standard facility and equipment cleaning and hygiene procedures |  |  |
| WA0203 | Maintain records and registers |  |  |
|  | **Supporting Evidence** |  |  |
| SE0201 | Facility inspection records and reports |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Grain silo cleaning and fumigation/spraying practices |  |  |
| 2 | Quality assurance requirements and procedures |  |  |
| 3 | Standard workplace procedures and report structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |
|  |  |  |  |
| **WE15** |
| WM-04-WE03 | Monitor and control the maintenance and repair of structures, systems and equipment | Date | Signature |
|  | **Work Activities** |  |  |
| WA0301 | Initiate at least one structural or equipment maintenance/repair request |  |  |
| WA0302 | Monitor at least one maintenance/repair event |  |  |
| WA0303 | Control minor equipment repairs and/or adjustments |  |  |
| WA0304 | Record and report maintenance and repair events |  |  |
|  | **Supporting Evidence** |  |  |
| SE0301 | Facility inspection records and reports |  |  |
| SE0302 | Maintenance records |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Standard workplace procedures and report structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| 1 | None |  |  |

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| **WE16** |
| WM-04-WE04 | Monitor and control grain handling and storage processes | Date | Signature |
|  | **Work Activities** |  |  |
| WA0401 | Control grain receiving for a period of one week in season |  |  |
| WA0402 | Control grain storage for a minimum period of one month |  |  |
| WA0403 | Control grain out-loading for a minimum period of one week |  |  |
| WA0404 | Control grain cleaning, drying, aeration, and fumigation/spraying processes |  |  |
| WA0405 | Maintain accurate grain intake and out-loading records/registers |  |  |
|  | **Supporting Evidence** |  |  |
| SE0401 | Grain intake and out-loading records/registers |  |  |
| SE0402 | Mentor report |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Concepts of product contamination and deterioration |  |  |
| 2 | Grain grading standards |  |  |
| 3 | Grain handling and storage specifications of different grains for different markets |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm.4 | Controlling storage efficiency and quality standards |  |  |
|  |  |  |  |
| **WE17** |
| WM-04-WE05 | Monitor and control stored grain quantities | Date | Signature |
|  | **Work Activities** |  |  |
| WA0501 | Determine actual stored grain quantities |  |  |
| WA0502 | Keep accurate grain intake and out-loading records/registers |  |  |
| WA0503 | Keep accurate grain intake and out-loading records/registers |  |  |
| WA0504 | Complete grain verification, reconciliation and loss estimation record/report |  |  |
|  | **Supporting Evidence** |  |  |
| SE0501 | Grain intake and out-loading records/registers |  |  |
| SE0502 | Grain verification, reconciliation and grain loss estimation report |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Stock control procedures |  |  |
| 2 | Storage capacity utilisation planning |  |  |
| 3 | Standard workplace procedures and report structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm.4 | Controlling storage efficiency and quality standards |  |  |
|  |  |  |  |
| **WE18** |
| WM-04-WE06 | Monitor and maintain grain quality standards | Date | Signature |
|  | **Work Activities** |  |  |
| WA0601 | Monitor the availability and correct functioning of appropriate grain grading equipment |  |  |
| WA0602 | Monitor grain sampling in accordance with standard procedures |  |  |
| WA0603 | Monitor grain grading and result recording in accordance with standard procedures |  |  |
| WA0604 | Conduct regular bin inspections to monitor grain quality and detect signs of deterioration or infestation |  |  |
| WA0605 | Enforce compliance with food safety standards in terms of workplace protocols |  |  |
| WA0606 | Maintain quality standards for a range of grains of varying types and quality to customer and market requirements |  |  |
| WA0607 | Record and report findings and take corrective measures in accordance with standard procedures and work instructions |  |  |
|  | **Supporting Evidence** |  |  |
| SE0601 | Grain quality bin inspection records/reports |  |  |
| SE0602 | Mentor reports |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Concepts of product contamination and deterioration |  |  |
| 2 | Grain grading standards |  |  |
| 3 | Grain handling and storage specifications of different grains for different markets |  |  |
| 4 | Standard workplace procedures and report structures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm.4 | Controlling storage efficiency and quality standards |  |  |

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| **WE19** |
| WM-05-WE01 | Conduct risk assessments and monitor compliance with risk management policies and procedures | Date | Signature |
|  | **Work Activities** |  |  |
| WA0101 | Conduct a risk assessment and record findings |  |  |
| WA0102 | Monitor compliance with risk management policies and procedures |  |  |
| WA0103 | Identify deviating practices and initiate corrective actions |  |  |
| WA0104 | Perform at least one assessment on the availability and condition of health and safety equipment, and present requests for replacements and/or additional equipment |  |  |
| WA0105 | Provide inputs and feedback on risk management issues at risk management meetings |  |  |
| WA0106 | Present records and registers for internal auditing on at least two occasions |  |  |
|  | **Supporting Evidence** |  |  |
| SE0101 | Completed reports |  |  |
| SE0101 | Mentor report |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Risk assessment policy and procedures |  |  |
| 2 | Standard reporting procedures and documentation |  |  |
| 3 | Standard workplace operating policies and procedures |  |  |
| 4 | Workplace emergency response procedures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |  |
| Assignm.5 | Controlling functionality and risks |  |  |
|  |  |  |  |
| **WE20** |
| WM-05-WE02 | Identify and respond to work practices, events or situations that could create risks | Date | Signature |
|  | **Work Activities** |  |  |
| WA0201 | Conduct an inspection to identify and record unsafe work practices, events or situations |  |  |
| WA0202 | Initiate corrective actions where deviations exist and follow-up |  |  |
| WA0203 | Monitor compliance with Safety, Health and Environmental Protection Acts and regulations |  |  |
|  | **Supporting Evidence** |  |  |
| SE0201 | Mentor report |  |  |
| SE0201 | Safety inspection report |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Risk assessment policy and procedures |  |  |
| 2 | Standard reporting procedures and documentation |  |  |
| 3 | Standard workplace operating policies and procedures |  |  |
| 4 | Workplace emergency response procedures |  |  |
| 5 | Pest control policy and procedures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm.5 | Controlling functionality and risks |  |  |

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| **WE21** |
| WM-05-WE03 | Control waste and the application of appropriate disposal practices | Date | Signature |
|  | **Work Activities** |  |  |
| WA0301 | Control housekeeping standards in grain intake, storage and out-loading areas |  |  |
| WA0302 | Control collection, bagging, weighing and disposal of dust, screenings and other impurities |  |  |
| WA0303 | Control sweeping, reclaiming and bagging of spillages |  |  |
|  | **Supporting Evidence** |  |  |
| SE0301 | Completed reports |  |  |
| SE0302 | Completed standard documentation |  |  |
|  | **Contextualised Workplace Knowledge** |  |  |
| 1 | Facility cleaning and hygiene policy and procedures |  |  |
| 2 | Grain grading and storage policy and procedures |  |  |
| 3 | Standard reporting procedures and documentation |  |  |
| 4 | Standard workplace operating policies and procedures |  |  |
|  | **Additional Assignments to be Assessed Externally** |  |
| Assignm.5 | Controlling functionality and risks |  |  |
| Assignm.6 | Customer relations |  |  |