

# National Occupational Qualification: Grain Handling Controller

*Curriculum Code 313911000*

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## **Practical Assessment:**

**313911000-PM-01: Direct and control the performance and conduct of individual employees and teams, NQF 4, 6 credits**

**313911000-PM-02: Plan, direct and control people, costs and resources, NQF 5, 8 credits**

**313911000-PM-03: Communicate operational information and data, NQF 4, 6 credits**

**313911000-PM-04: Plan, monitor and control processes in a grain handling and storage facility, NQF 5, 23 credits**

**313911000-PM-05: Maintain safety and health standards in a grain handling and storage environment, NQF 4, 8 credits**

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| Practical Skill Module   |  |   | NQF | Credits | Task nr. |
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| PM 01:<br>Direct and control the performance and conduct of individual employees and teams |  |   | 4   | 6       |          |
|  | PS 01  | Apply workplace discipline and attend to grievances                                       |     |         | Task 1   |
|  | PS 02  | Deal with workplace conflict  |     |         | Task 2   |
|  | PS 03  | Determine staffing needs and allocate subordinates accordingly                            |     |         | Task 3   |
|  | PS 04  | Formulate and issue clear and assertive instructions                                      |     |         | Task 4   |
|  | PS 05  | Set work objectives, monitor and report on achievement                                    |     |         | Task 5   |
|  | PS 06  | Demonstrate a work activity   |     |         | Task 6   |
| PM 02: Plan, direct and control people, costs and resources                                |  |   | 5   | 8       |          |
|  | PS 01  | Determine resource requirements to meet operational objectives                            |     |         | Task 7   |
|  | PS 02  | Read budget reports and evaluate compliance   |     |         | Task 8   |
|  | PS 03  | Set performance goals and conduct performance interviews                                  |     |         | Task 9   |
|  | PS 04  | Address areas of poor performance levels  |     |         | Task 10  |
|  | PS 05  | Initiate discipline in response to misconduct   |     |         | Task 11  |
| PM 03: Communicate operational information and data  | PS 06  | Verify and reconcile grain stock and estimate grain loss                                  |     |         | Task 12  |
|  |  |   | 4   | 6       |          |
|  | PS 01  | Conduct a meeting   |     |         | Task 13  |
|  | PS 02  | Prepare and present operational information in the form of written reports                |     |         | Task 14  |
|  | PS 03  | Prepare and present operational information orally with the use of visual aids            |     |         | Task 15  |
| PM 04: Plan, monitor and control processes in a grain handling and storage facility        | PS 04  | Process data to generate information and isolate trends                                   |     |         | Task 16  |
|  |  |   | 5   | 23      |          |
|  | PS 01  | Apply technical judgement to monitor and control grain handling and storage practices     |     |         | Task 17  |
|  | PS 02  | Monitor and control equipment setup and maintenance                                       |     |         | Task 18  |
| PM 05: Maintain safety and health  | PS 03  | Plan and schedule operational activities  |     |         | Task 19  |
|  | PS 04  | Recognise and respond to variations in grain flow and quality standards at various stages |     |         | Task 20  |
|  |  |   | 4   | 8       |          |
| PS 01  | Identify and respond to work practices, events or situations that could create unsafe working conditions |   |     | Task 21 |          |

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| standards in a grain handling and storage environment. | PS 02 | Inspect structures and facilities for soundness and compliance with safety, health and quality assurance requirements |  |  | Task 22 |
|  | PS 03 | Monitor and control handling and disposal of waste  |  |  | Task 23 |
|  | PS 04 | Investigate and report incidents/accidents  |  |  | Task 24 |

Please complete the following practical activities as you progress with your qualification. Each practical assessment will provide information on:

- The role of the assessor and what is required from him
- The role of the learner in practicing the skill and application of theoretical knowledge.
- The evidence requirements of each task.
- Each practical task may be applied within specific work contexts, organisations and standard operating procedures.
- The internal documents used within the organization may be used as naturally occurring evidence.

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| <b>PRACTICAL TASK 1</b> | <b>PM-01-PS01: Apply workplace discipline and attend to grievances.</b> | <p><b>Applied Knowledge</b></p> <p>AK0101          Disciplinary codes and procedures</p> <p>AK0102          Grievance procedures</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The principles of first-line discipline are explained</i></li> <li>• <i>The differences between misconduct, poor performance and grievance situations are compared and discussed.</i></li> <li>• <i>Workplace discipline is applied and attention is given to grievances.</i></li> </ul> |
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**The assessor will provide case studies with a variety of common workplace situations involving discipline and grievances and standard company policies and procedures**

The learners must complete the following tasks for each of the case studies provided

- 1.1. Assess the case study and distinguish between MISCONDUCT, POOR PERFORMANCE and GRIEVANCE PROCEDURE.
- 1.2. Classify misconduct against standard codes of conduct (company specific)
- 1.3. Determine severity of transgressions/grievance and formulate appropriate action.

Supplementary evidence:

- Company policies and procedures (Discipline and Grievance)

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| <b>PRACTICAL TASK 2</b>  | PM-01-PS02: Deal with workplace conflict | <p><b>Applied Knowledge</b></p> <p>AK0201 Sources of conflict</p> <p>AK0202 Conflict resolution practices</p> <p>AK0203 Inter-personal communication practices</p> <p>AK0204 Dealing with difficult people</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Workplace conflict is handled as directed.</i></li> <li>• <i>Methods to deal with conflict are explained.</i></li> <li>• <i>Possible sources of conflict are listed and discussed.</i></li> </ul> |
| <p>The assessor will give a scenario of a workplace conflict situation.</p> <p>The learner must be able to:</p> <ol style="list-style-type: none"> <li>2.1. Identify possible sources of the identified conflict</li> <li>2.2. Decide on an appropriate method of dealing with the conflict.</li> <li>2.3. Describe the steps that will be followed to facilitate the resolution of the conflict.</li> <li>2.4. Role-play the scenario and obtain feedback from the assessor.</li> </ol> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Photo/Video evidence of simulated activity</li> </ul> |  |   |

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| <b>PRACTICAL TASK 3</b> | PM-01-PS03: Determine staffing needs and allocate subordinates accordingly | <p><b>Applied Knowledge</b></p> <p>AK0301      Calculating staff requirements against defined work outputs</p> <p>AK0302      Practices to allocate staff in terms of their experience or competencies.</p> <p>AK0303      Practices on staff rotation and development of multi skills</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Staffing needs re determined and subordinates are allocated accordingly.</i></li> <li>• <i>The acceptable norms and reasoning used in the allocation of staff are explained.</i></li> <li>• <i>A schedule is drawn up to develop the capacity of staff that will enhance their skills by exposing them to different roles.</i></li> </ul> |
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The assessor will provide the learner with a case study that outlines the following:

- Specific work outputs that must be achieved, e.g. tasks that must be completed daily, monthly and seasonally at the grain depot.
- Organogram of staff at the depot

The learner must be able to:

- 3.1. Estimate the number of staff needed for the achievement of given tasks
- 3.2. Allocate work to specific persons who are best qualified.
- 3.3. Draw up a schedule to develop the capacity of staff that will enhance their skills by exposing them to different roles.

Supplementary evidence:

- List of work outputs
- Organogram

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| <b>PRACTICAL TASK 4</b>  | PM-01-PS04: Formulate and issue clear and assertive instruction | <p><b>Applied Knowledge</b></p> <p>AK0401          Written instruction practices</p> <p>AK0402          Verbal instruction practices</p> <p>AK0403          Assertiveness</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Clear and assertive verbal instructions are issued.</i></li> <li>• <i>The differences between verbal and written instructions are listed and explained.</i></li> <li>• <i>A written instruction to a subordinate that clearly defines expected scope and standard of work to be completed is drafted.</i></li> </ul> |
| <p>The assessor will provide a scenario at work of a specific instruction that must be communicated within a specified time frame.</p> <p>The learner must be able to:</p> <p>4.1. Issue a verbal instruction to a subordinate that clearly defines expected scope and standard of work to be completed. A script of the verbal instruction must be provided as evidence.</p> <p>4.2. Draft a written instruction to a subordinate that clearly defines expected scope and standard of work to be completed.</p> |   |   |



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| <b>PRACTICAL TASK 5</b>  | PM-01-PS05: Set work objectives, monitor and report on achievement. | <p><b>Applied Knowledge</b></p> <p>AK0501          Setting daily work schedules</p> <p>AK0502          Formulating instructions</p> <p>AK0503          Interpersonal relations</p> <p>AK0504          Controlling standards of performance</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The importance of setting clear, realistic and measurable objectives is explained.</i></li> <li>• <i>The structure of a good instruction is demonstrated and explained.</i></li> <li>• <i>The importance of sound interpersonal work relations is explained.</i></li> <li>• <i>Work objectives are set, monitored and achievement is reported on using a visual display.</i></li> </ul> |
| <p>The assessor will provide the learner with the following information in order to complete this practical task:</p> <ul style="list-style-type: none"> <li>• Intake and outload schedules and tasks</li> <li>• Organogram of employees at depot</li> <li>• Job profiles (if available)</li> <li>• Performance outcomes that are expected</li> </ul> <p>The learner must be able to:</p> <p>5.1. Use the information provided and set daily work objectives (format of a schedule indicating individual tasks)</p> <p>5.2. Communicate tasks in understandable terms and format.</p> <p>5.3. Develop a basic monitoring schedule defining WHAT, WHEN and HOW monitoring will be done.</p> <p>5.4. Provide a visual display of the achievement of planned tasks (presentation, graphs, report, etc.)</p> <p>5.5. Give oral feedback on achievement of tasks in simulated environment (class).</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Workplace procedures and job profiles</li> <li>• Organogram</li> <li>• Photo/Video evidence of oral feedback.</li> </ul> |   |   |

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| <b>PRACTICAL TASK 6</b>   | PM-01-PS06: Demonstrate a work activity | <p><b>Applied Knowledge</b></p> <p>AK0601            Demonstration practices</p> <p>AK0602            Feedback process</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The critical elements of an effective practical demonstration are explained.</i></li> <li>• <i>A work activity is demonstrated as directed.</i></li> <li>• <i>The observation of the “new employee” performing the task is done and constructive feedback is provided.</i></li> </ul> |
| <p>The assessor will set a role-play scenario where a specific task must be demonstrated and explained to a new employee.</p> <p>The learner must be able to:</p> <ol style="list-style-type: none"> <li>6.1. Explain the task to the new employee as well as the standard of performance that must be achieved.</li> <li>6.2. Demonstrate the task to the new employee.</li> <li>6.3. Allow an opportunity for questions.</li> <li>6.4. Observe the new employee whilst performing the task.</li> <li>6.5. Provide feedback to the new employee.</li> </ol> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Photo/Video evidence of role play</li> </ul> |   |   |

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| <b>PRACTICAL TASK 7</b>   | PM-02-PS01: Determine resource requirements to meet operational requirements. | <p><b>Applied Knowledge</b></p> <p>AK0101 Calculate resources requirements and balance against availability levels.</p> <p>AK0102 Grain handling, treatment and out-loading scheduling practices</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The importance of grain handling, treatment and out-loading scheduling practices that will ensure timeous and sufficient availability of resources explained.</i></li> <li>• <i>Resource requirements to meet operational objectives are determined according to instructions.</i></li> <li>• <i>Registers and records are completed according to workplace requirements.</i></li> </ul> |
| <p>The assessor will provide the learner with the following information:</p> <ul style="list-style-type: none"> <li>• List of employee and resources at a grain handling facility.</li> <li>• A grain handling plan (from intake to out-loading).</li> </ul> <p>The learner must be able to:</p> <p>7.1. Estimate resource requirements.</p> <p>7.2. Identify and address resource shortages.</p> <p>7.3. Plan utilization and allocate resources in order to achieve consistent workflow to meet objectives.</p> <p>7.4. Draw up a schedule that will ensure timeous and sufficient availability of resources.</p> <p>7.5. Maintain the required registers and records.</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• List of resources provided</li> <li>• Grain handling plan</li> <li>• Registers and records completed.</li> </ul> |   |  |

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| <b>PRACTICAL TASK 8</b>   | PM-02-PS02: Read budget reports and evaluate compliance | <p><b>Applied Knowledge</b></p> <p>AK0201                  Budgeting practices</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The budgeting practices that are applied are explained.</i></li> <li>• <i>Motivated funding requirements for budgeting submission are compiled.</i></li> <li>• <i>Cost control principles, asset control principles, documentation and policies are explained.</i></li> </ul> |
| <p>The assessor will provide the learner with the following information:</p> <ul style="list-style-type: none"> <li>• Financial cost control reports</li> <li>• Intake, storage and out-loading schedule</li> <li>• Budget</li> </ul> <p>The learner must be able to:</p> <p>8.1. Read the financial reports and compare actual costs against budget.</p> <p>8.2. Identify and report on deviations from budget costs and recommend corrective measures to keep within budget limits.</p> <p>8.3. Estimate resource needs and costs for a specific budgeting period.</p> <p>8.4. Compile motivated funding requirements for budgeting submission.</p> <p>8.5. Evaluate processes and the use of resources to identify and eliminate areas of waste/loss.</p> <p>8.6. Monitor and control assets.</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Financial cost control reports</li> <li>• Intake, storage and out-loading schedules</li> <li>• Budget</li> <li>• Motivated funding requirements</li> </ul> |   |   |

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| <b>PRACTICAL TASK 9</b>   | PM-02-PS03: Set performance goals and conduct performance interviews | <p><b>Applied Knowledge</b></p> <p>AK0301            Interpersonal communication</p> <p>AK0302            Performance interview practices</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>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.</i></li> <li>• <i>Performance goals are set.</i></li> <li>• <i>Performance interviews are conducted according to workplace instructions.</i></li> </ul> |
| <p>The assessor will provide the learner with a case study outlining the following:</p> <ul style="list-style-type: none"> <li>• Performance agreement</li> <li>• Overview of the employee’s performance for a definite period.</li> </ul> <p>The learner must be able to:</p> <ol style="list-style-type: none"> <li>9.1. Evaluate the employee’s performance levels.</li> <li>9.2. Identify performance gaps.</li> <li>9.3. Compile a performance evaluation report.</li> <li>9.4. Conduct a performance interview (role-play).</li> <li>9.5. Address performance gaps.</li> <li>9.6. Recognise performance excellence.</li> </ol> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Performance evaluation report</li> </ul> |  |   |

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| <b>PRACTICAL TASK 10</b>   | PM-02-PS04: Address areas of poor performance levels | <p><b>Applied Knowledge</b></p> <p>AK0401      Address poor performance related to misconduct</p> <p>AK0402      Addressing poor performance related to skills problems</p> <p>AK0403      Coaching practices</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Various reasons for poor performance and those directly related to a lack of skills are compared and explained.</i></li> <li>• <i>Poor performance levels are addressed in accordance with workplace procedures.</i></li> </ul> |
| <p>The assessor will provide scenarios of the following performance related issues:</p> <ul style="list-style-type: none"> <li>• Poor performance due to misconduct</li> <li>• Poor performance due to lack of skills</li> </ul> <p>The learner must be able to:</p> <p>9.1. Explain the difference between poor performance due to lack of skills and misconduct.</p> <p>9.2. In the case of poor performance due to misconduct; identify WHY the behavior is not acceptable and suggest a corrective action.</p> <p>9.3. Identify an appropriate response to areas of misconduct.</p> <p>9.4. In the case of poor performance due to a skills gap; identify WHAT the skills gap is.</p> <p>9.5. Correct the skills-related problem areas by conducting a simulated coaching session.</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Photo/Video evidence of simulated coaching session.</li> <li>• Coaching Plan</li> </ul> |  |  |

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| <b>PRACTICAL TASK 11</b>  | PM-01-PS05: Initiate discipline in response to misconduct | <p><b>Applied Knowledge</b></p> <p>AK0501 Practices and formats for administrating and recording disciplinary actions.</p> <p>AK0502 Codes of practice: Discipline</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The legal principles related to administrative and documentary requirements for disciplinary procedures are explained.</i></li> <li>• <i>The consequences of poor administrative practices in terms of potential implications are discussed.</i></li> <li>• <i>Discipline is initiated in response to misconduct.</i></li> </ul> |
| <p>The assessor will provide the learner with the following:</p> <ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Three case studies with misconduct             <ul style="list-style-type: none"> <li>○ Late for duty</li> <li>○ Sleeping on duty</li> <li>○ Drunk at work</li> </ul> </li> </ul> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Code of Conduct</li> </ul> |   |  |

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| <b>PRACTICAL TASK 12</b>   | PM-02-PS06: Verify and reconcile grain stock and estimate grain loss | <p><b>Applied Knowledge</b></p> AK0601 Practices to verify and reconcile stock <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The norm for acceptable stock shortages is explained.</i></li> <li>• <i>The cost implications of stock shortages on the business are explained.</i></li> <li>• <i>The procedure applied for stock verification and reconciliation is explained.</i></li> <li>• <i>The procedures to perform verification and reconciliation of grain stock are demonstrated.</i></li> <li>• <i>Grain loss is estimated.</i></li> </ul> |
| <p>The assessor will provide the learner with the following documentation:</p> <ul style="list-style-type: none"> <li>• Stock on hand</li> <li>• Grain receipt</li> <li>• Out-loading documentation</li> </ul> <p>The learner must be able to:</p> <p>10.1. Interpret grain receipt and out-loading documentation and compile accurate records.</p> <p>10.2. Verify stored grain quantities.</p> <p>10.3. Reconcile stock and estimate grain loss.</p> <p>10.4. Identify, record and respond to shortages above the accepted norm and notify supporting department/s.</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Documentation</li> </ul> |  |  |



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| <b>PRACTICAL TASK 13</b> | PM-03-PS01: Conduct a meeting | <p><b>Applied Knowledge</b></p> <p>AK0101 Workplace meetings – directing and chairing a meeting.</p> <p>AK0102 Dealing with emotional interruptions during meetings.</p> <p>AK0103 Dealing with argumentative and difficult members of a meeting.</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The role of the Chairperson to control and direct the proceedings during a meeting is explained.</i></li> <li>• <i>An agenda is compiled in relation to the meeting objective.</i></li> <li>• <i>A simulated meeting is conducted.</i></li> <li>• <i>Decisions made during the meeting are recorded in the correct format.</i></li> </ul> |
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The assessor will provide the group of learners with the following in order to conduct a simulated meeting:

- Minutes of previous meeting
- Brief which outlines:
  - The purpose of the meeting
  - The roles of participants in the meeting

The group of learners must be able to:

- 12.1. Plan the agenda of the meeting in relation to the meeting objective.
- 12.2. Conduct the meeting.
- 12.3. Record decisions on minutes of the meeting.

Supplementary evidence:

- Agenda
- Minutes of previous meeting.
- Minutes of meeting held during simulation.
- Photo/Video evidence of meeting conducted.

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| <b>PRACTICAL TASK 14</b>   | PM-03-PS02: Prepare and present operational information in the form of written reports. | <p><b>Applied Knowledge</b></p> <p>AK0201      Writing styles and language</p> <p>AK0202      Production reporting formulas</p> <p>AK0203      Organising and presenting information in production reports</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>A report is planned, and a first draft is written and edited,</i></li> <li>• <i>Operational information is prepared and presented in the form of written reports.</i></li> </ul> |
| <p>The assessor will provide the learner with the following information and resources:</p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Grain handling and storage facility operational data</li> </ul> <p>The learner must compile an operational report with the information provided to address three target audiences:</p> <ul style="list-style-type: none"> <li>• Subordinate</li> <li>• Peers</li> <li>• Manager</li> </ul> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Production report(s)</li> </ul> |   |  |

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| <b>PRACTICAL TASK 15</b>  | PM-03-PS03: Prepare and present operational information orally with the use of visual aids | <p><b>Applied Knowledge</b></p> <p>AK0301          Planning and preparing a presentation</p> <p>AK0302          Target audience requirements</p> <p>AK0303          Developing a presentation</p> <p>AK0404          Presentation principles</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Operational information is prepared and presented orally with the use of visual aids</i></li> </ul> |
| <p>The assessor will provide the learner with the following information and resources:</p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Grain handling and storage facility operational data</li> </ul> <p>The learner must compile a presentation with the information provided to address three target audiences:</p> <ul style="list-style-type: none"> <li>• Subordinate</li> <li>• Peers</li> <li>• Manager</li> </ul> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• PowerPoint slides printout</li> </ul> |  |   |

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| <b>PRACTICAL TASK 16</b>   | PM-03-PS04: Process data to generate information and isolate trends | <p><b>Applied Knowledge</b></p> AK0401            Data collection<br>AK0402            Report writing <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The required raw operational data is consolidated to prepare it for analysis</i></li> <li>• <i>Data is processed to generate information and isolate trends.</i></li> </ul> |
| <p>The assessor will provide the learner with the following information and resources:</p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Raw operational data</li> <li>• Purpose of reporting on specific data</li> </ul> <p>The learner must be able to:</p> 15.1. Consolidate information from more than one source.<br>15.2. Analyse data and isolate/identify trends (as instructed by assessor). <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Raw data</li> <li>• Report</li> </ul> |   |  |

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| <b>PRACTICAL TASK 17</b> | PM-04-PS01: Apply technical judgement to monitor and control grain handling and storage practices. | <p><b>Applied Knowledge</b></p> <p>AK0101      Quality factors influence grain grading and storage</p> <p>AK0102      Grain quality assurance and stock management</p> <p>AK0103      Overview of pest control principles and concepts</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Sampling, weighing and grain grading procedures are explained.</i></li> <li>• <i>Intake and out-loading procedures are explained.</i></li> <li>• <i>The appropriate response to deviations in quality standards is explained.</i></li> </ul> |
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The assessor will conduct this practical at a grain handling facility.

At the facility, each learner must be able to:

- 16.1. Identify and report on whether equipment is operated within the designed mechanical specifications and safety perimeters.
- 16.2. Identify a basic mechanical problem, identify the cause of the problem and recommend the desired action to address the problem.
- 16.3. make/initiate adjustments to meet required grain flow.
- 16.4. Proactively recognize potential problem areas, formulate preventative measures and take the desired course of action.
- 16.5. Report and initiate services and maintenance of equipment.

Supplementary evidence:

- Checklists
- Photo/Video evidence
- Documentation completed

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| <b>PRACTICAL TASK 18</b> | PM-04-PS02: Monitor and control equipment setup and maintenance | <p><b>Applied Knowledge</b></p> <p>AK0201      Indicators of mechanical problems on equipment</p> <p>AK0202      Standard equipment settings and operating standards</p> <p>AK0203      causes of mechanical problems</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The appropriate usage of equipment for different processes is explained.</i></li> <li>• <i>The causes of mechanical failure of equipment related to various scenarios is explained.</i></li> <li>• <i>Potential problem areas and the desired course of action to address the problem is discussed.</i></li> <li>• <i>Equipment setup and maintenance are monitored and controlled.</i></li> </ul> |
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The assessor will conduct this practical at a grain handling facility.

At the facility, each learner must be able to:

- 16.1. Identify and report on whether equipment is operated within the designed mechanical specifications and safety perimeters.
- 16.2. Identify a basic mechanical problem, identify the cause of the problem and recommend the desired action to address the problem.
- 16.3. make/initiate adjustments to meet required grain flow.
- 16.4. Proactively recognize potential problem areas, formulate preventative measures and take the desired course of action.
- 16.5. Report and initiate services and maintenance of equipment.

Supplementary evidence:

- Checklists
- Photo/Video evidence
- Documentation completed

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| <b>PRACTICAL TASK 19</b>  | PM-04-PS03: Plan and schedule operational activities | <p><b>Applied Knowledge</b></p> AK0301            Planning and scheduling <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Operational activities are planned and schedules as directed.</i></li> <li>• <i>Possible corrective measures to address deviations identified in storage utilization are explained.</i></li> </ul> |
| <p>The assessor will provide the learner with the following information:</p> <ul style="list-style-type: none"> <li>• Case study with historic data or examples of grain crop estimates</li> <li>• Trend data and market requirements.</li> </ul> <p>The learner must be able to:</p> <p>17.1. Utilise data provided to plan operational activities of a grain handling and storage facilities.</p> <p>17.2. Set targets to ensure optimal utilization of storage capacity for different quality grains.</p> <p>17.3. Analyse trends of grain received and plan operational activities accordingly.</p> <p>17.4. Evaluate storage utilisation and formulate corrective measures to address storage deviations.</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Documentation completed</li> </ul> |  |   |

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| <p><b>PRACTICAL TASK 20</b></p> | <p>PM-04-PS04: Recognise and respond to variations in grain flow and quality standards at various stages.</p> | <p><b>Applied Knowledge</b></p> <p>AK0401      Quality factors that influence grain grading and storage</p> <p>AK0402      Relationship between concepts related to operational control and stock quantity and quality</p> <p>AK0403      Grain handling standards</p> <p>AK0404      Concepts of product contamination and deterioration</p> <p>AK0405      Product quality concepts and standards</p> <p>AK0406      Legislation and the regulations in respect of Food Hygiene and Food Safety Standards</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The importance of grain grading and quality standards are explained.</i></li> <li>• <i>The implications of various deviations in grain quality and corrective measures that can be taken are discussed.</i></li> <li>• <i>Variations in grain flow and quality standards at various stages are recognized and correctly responded to.</i></li> </ul> |
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The assessor will conduct this practical at a grain handling facility.

The learner must be able to:

- 18.1. Inspect grain quality at the storage facility.
- 18.2. Channel sub-standard grain to the appropriate pre-storage treatment process.
- 18.3. Monitor optimal grain flow in terms of equipment capacity.
- 18.4. Recognise and respond to deviations in grain flow at various stages during the grain handling process.
- 18.5. Use visual and sensory cues to determine grain deterioration (mouldy, sour smell; condensation; hot spots; insect infestation)
- 18.6. Analyse information provided in grain inspection reports.
- 18.7. Select and initiate the appropriate corrective action to maintain grain quality standards and minimize losses.
- 18.8. Compile records and report actions taken.

Supplementary evidence:

- Workplace procedures
- Checklists
- Photo/Video evidence
- Documentation completed



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| <b>PRACTICAL TASK 21</b>   | PM-05-PS01: Identify and respond to work practices, events or situations that could create unsafe work conditions. | <p><b>Applied Knowledge</b></p> <p>AK0101 Safety standards and preventative practices.</p> <p>AK0102 Common deviations and standard processes</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>The importance of Safety, Health and Environment Protection policies and procedures in the workplace explained.</i></li> <li>• <i>Work practices, events or situations that could create unsafe working conditions are identified and responded to.</i></li> </ul> |
| <p>The assessor will conduct this practical at a grain handling facility.</p> <p>The learner must be able to:</p> <p>19.1. Inspect a work area to identify risks and recommend corrective measures.</p> <p>19.2. Identify the appropriate response to a range of situations to enforce compliance with Safety, Health and Environmental Protection measures.</p> <p>19.3. Compile reports on risks in terms of Safety, Health and Environmental protection policies and procedures.</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Workplace procedures</li> <li>• Checklists</li> <li>• Photo/Video evidence</li> <li>• Documentation completed</li> </ul> |  |   |

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| <b>PRACTICAL TASK 22</b>  | PM-05-PS02: Inspect structures and facilities for soundness and compliance with safety, health and quality assurance requirements. | <b>Applied Knowledge</b><br>AK0201 Grain handling facility operational safety<br><b>Internal Assessment Criteria</b> <ul style="list-style-type: none"> <li>• <i>The consequences of non-conforming structures and/or facilities on the business are discussed.</i></li> <li>• <i>Structures and facilities are inspected for soundness and compliance with safety, health and quality assurance requirements</i></li> </ul> |
| <p>The assessor will conduct this practical at a grain handling facility. The following must also be provided:</p> <ul style="list-style-type: none"> <li>• Quality specifications and procedures</li> </ul> <p>The learner must be able to:</p> <p>20.1. Conduct inspections to recognize potential problem areas, formulate preventative measures and a desired course of action.</p> <p>20.2. Formulate maintenance and repair requests to inform dedicated maintenance and repair department of services required.</p> <p>20.3. Record findings of inspections and request corrective measures in accordance with standard quality assurance procedures.</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Workplace procedures</li> <li>• Checklists</li> <li>• Photo/Video evidence</li> <li>• Documentation completed</li> </ul> |  |  |

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| <b>PRACTICAL TASK 23</b> | PM-05-PS03: Monitor and control handling and disposal of waste | <p><b>Applied Knowledge</b></p> <p>AK0301            Legislative Acts and regulations</p> <p>AK0302            Waste handling procedures</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Waste disposal practices and the risks associated with non-conformance to statutory Acts and regulations are discussed.</i></li> <li>• <i>Handling and disposal of waste are monitored and controlled.</i></li> </ul> |
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The assessor will conduct this practical at a grain handling facility.

The learner must be able to:

21.1. Monitor and control waste disposal operations.

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

21.3. Recognise and initiate corrective measures to address hazards.

Supplementary evidence:

- Workplace procedures
- Checklists
- Photo/Video evidence
- Documentation completed

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| <b>PRACTICAL TASK 24</b>  | PM-05-PS04: Investigate and report incidents/accidents | <p><b>Applied Knowledge</b></p> <p>AK0401 Facility operational safety procedures</p> <p>AK0402 Incident investigation and reporting procedures</p> <p><b>Internal Assessment Criteria</b></p> <ul style="list-style-type: none"> <li>• <i>Facility operational safety procedures</i></li> <li>• <i>Incident investigation and reporting procedures.</i></li> </ul> |
| <p>The assessor will provide the learner a simulated incident/accident that often happens at grain handling and storage facilities.</p> <p>The learner must be able to:</p> <p>22.1. Conduct an investigation and submit a report.</p> <p>22.2. Establish an official record and report as required by regulatory requirements.</p> <p>22.3. Formulate recommendations on preventative measures.</p> <p>Supplementary evidence:</p> <ul style="list-style-type: none"> <li>• Documentation completed</li> </ul> |  |  |

| Final Assessment Results |  |   |     |
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| Practical<br>Task 1      | <b>PM-01-PS01: Apply workplace discipline and attend to grievances.</b>            |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| Practical<br>Task 2      | <b>PM-01-PS02: Deal with workplace conflict</b>                                    |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| Practical<br>Task 3      | <b>PM-01-PS03: Determine staffing needs and allocate subordinates accordingly.</b> |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| Practical<br>Task 4      | <b>PM-01-PS04: Formulate and issue clear and assertive instructions.</b>           |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| Practical<br>Task 5      | <b>PM-01-PS05: Set work objectives, monitor and report on achievement.</b>         |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| Practical<br>Task 6      | <b>PM-01-PS06: Demonstrate a work activity.</b>                                    |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| Practical<br>Task 7      | <b>PM-02-PS01: Determine resource requirements to meet operational objectives.</b> |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
|                          | <b>PM-02-PS02: Read budget reports and evaluate compliance.</b>                    |   |     |

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| <b>Practical Task 8</b>  | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| <b>Practical Task 9</b>  | <b>PM-02-PS03: Set performance goals and conduct performance interviews</b>                        |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| <b>Practical Task 10</b> | <b>PM-02-PS04: Address areas of poor performance levels.</b>                                       |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| <b>Practical Task 11</b> | <b>PM-02-PS05: Initiate discipline in response to misconduct</b>                                   |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| <b>Practical Task 12</b> | <b>PM-02-PS06: Verify and reconcile grain stock and estimate grain loss.</b>                       |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| <b>Practical Task 13</b> | <b>PM-03-PS01: Conduct a meeting</b>   |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| <b>Practical Task 14</b> | <b>PM-03-PS02: Prepare and present operational information in the form of written reports.</b>     |   |     |
|                          | Observation  | C | NYC |
|                          | Supporting evidence  | C | NYC |
| <b>Practical Task 15</b> | <b>PM-03-PS03: Prepare and present operational information orally with the use of visual aids.</b> |   |     |

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|                          | Observation   | C | NYC |
|                          | Supporting evidence   | C | NYC |
| <b>Practical Task 16</b> | <b>PM-03-PS04: Process data to generate information and isolate trends</b>  |   |     |
|                          | Observation   | C | NYC |
|                          | Supporting evidence   | C | NYC |
| <b>Practical Task 17</b> | <b>PM-04-PS01: Apply technical judgement to monitor and control grain handling and storage practices.</b>                                 |   |     |
|                          | Observation   | C | NYC |
|                          | Supporting evidence   | C | NYC |
| <b>Practical Task 18</b> | <b>PM-04-PS02: Monitor and control equipment setup and maintenance.</b>   |   |     |
|                          | Observation   | C | NYC |
|                          | Supporting evidence   | C | NYC |
| <b>Practical Task 19</b> | <b>PM-04-PS03: Plan and schedule operational activities.</b>  |   |     |
|                          | Observation   | C | NYC |
|                          | Supporting evidence   | C | NYC |
| <b>Practical Task 20</b> | <b>PM-04-PS04: Recognise and respond to variations in grain flow and quality standards at various stages.</b>                             |   |     |
|                          | Observation   | C | NYC |
|                          | Supporting evidence   | C | NYC |
| <b>Practical Task 21</b> | <b>PM-05-PS01: Identify and respond to work practices, events or situations that could create unsafe working conditions.</b>              |   |     |
|                          | Observation   | C | NYC |
|                          | Supporting evidence   | C | NYC |
| <b>Practical Task 22</b> | <b>PM-05-PS02: Inspect structures and facilities for soundness and compliance with safety, health and quality assurance requirements.</b> |   |     |

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|                              | Observation  | C | NYC |
|                              | Supporting evidence  | C | NYC |
| <b>Practical<br/>Task 23</b> | <b>PM-05-PS03: Monitor and control handling and disposal of waste.</b> |   |     |
|                              | Observation  | C | NYC |
|                              | Supporting evidence  | C | NYC |
| <b>Practical<br/>Task 24</b> | <b>PM-05-PS024: Investigate and report incidents/accidents.</b>        |   |     |
|                              | Observation  | C | NYC |
|                              | Supporting evidence  | C | NYC |

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| <b>ASSESSOR</b>  | <b>SIGNATURE</b> | <b>DATE</b> |
| <b>LEARNER</b>   | <b>SIGNATURE</b> | <b>DATE</b> |
| <b>MODERATOR</b> | <b>SIGNATURE</b> | <b>DATE</b> |