



**SAQA ID 98925**

# **OCCUPATIONAL CERTIFICATE**

**Nursery Person (Garden Centre Supervisor)**  
**NQF Level 3**  
**102 Credits**

# Purpose & Rationale of the Qualification

## PURPOSE

The purpose of this qualification is to prepare a learner to operate as a Garden Centre Supervisor.

A Garden Centre Supervisor implements and coordinates retail activities and horticultural practices in a garden centre environment.

### Qualified learners will be able to:

- ✓ Supervise the maintenance of hard and green goods and stock levels using product knowledge.
- ✓ Provide specialised horticultural knowledge with regard to customer care and resolve point-of-sale issues.
- ✓ Communicate with staff and management and organise garden centre activities in order to enhance productivity.
- ✓ Promote the aesthetic appearance of the garden centre.

## RATIONALE

The occupation Garden Centre Supervisor indicates that this learner would have progressed in his/her career in the garden centre industry as worker to team leader and is now ready for further career progression to the workplace position of supervisor. The skills gained through this qualification will ensure that quality ornamental plants are produced and marketed to consumers.

The qualification provides the opportunity for the learner at Level 3 to become conversant with the application of supervisory principles in the industry.

This qualification provides learners with a comprehensive base of portable skills that will enable them to progress within all spheres of the horticultural industry. For those already employed in the industry, this qualification will offer learners the opportunity to hone their skills and receive recognition for their competencies.

The qualification includes the skills necessary to monitor and maintain health and safety in the garden centres while addressing the nutritional needs of plants, controlling common pests in the horticultural environment, attending to the basic maintenance of grassed areas and shaping plants to promote flowering.

A learner achieving this qualification will be able to work effectively and productively within garden centres within the field of horticulture. He/she will also be competent in supervising a team of workers as well as supervising the merchandising processes of the garden centre.

# Purpose & Rationale of the Qualification

## LEARNING ASSUMED TO BE IN PLACE:

### Entry Requirements:

A minimum of two years' experience as garden centre worker; or a minimum of two years' experience as garden centre team leader; and Literacy and Numeracy equivalent to ABET 3.

# LEARNING Modules

## Knowledge Modules

| MODULE          | MODULE TITLE                                                                            | NQF Level | No of credits |
|-----------------|-----------------------------------------------------------------------------------------|-----------|---------------|
| 611304002-KM-01 | Garden Centre Customer Care, Advice and Sales                                           | 3         | 6             |
| 611304002-KM-02 | Garden Centre Aesthetics, Displays and Merchandising                                    | 3         | 8             |
| 611304002-KM-03 | Plant Care, Plant Identification and Product Knowledge in the Garden Centre Environment | 3         | 6             |
| 611304002-KM-04 | Supervision for the Garden Centre Supervisor                                            | 3         | 8             |

**Total number of credits for Knowledge Modules: 28**

## Practical Skills Modules

| MODULE          | MODULE TITLE                                                                                                                                                                        | NQF Level | No of credits |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------------|
| 611304002-PM-01 | Ordering, receiving, labelling, merchandising, maintaining and controlling quality of hard and green goods                                                                          | 3         | 6             |
| 611304002-PM-02 | Dealing with customer care and resolving issues                                                                                                                                     | 3         | 6             |
| 611304002-PM-03 | Facilitate communication between workers and management and delegate tasks on a daily and weekly basis to achieve weekly objectives, increase productivity by promoting work ethics | 3         | 6             |
| 611304002-PM-04 | Maintain and develop displays, merchandising, general appearance and promoting garden centre standards                                                                              | 3         | 6             |

**Total number of credits for Practical Skill Modules: 24**

## Work Experience Modules

| MODULE          | MODULE TITLE                               | NQF Level | No of credits |
|-----------------|--------------------------------------------|-----------|---------------|
| 611304002-WM-01 | Green and hard stock maintenance processes | 3         | 17            |
| 611304002-WM-02 | Customer care processes                    | 3         | 16            |
| 611304002-WM-03 | Garden centre work team productivity       | 3         | 10            |

# LEARNING Modules

## Work Experience Modules

| MODULE          | MODULE TITLE                        | NQF Level | No of credits |
|-----------------|-------------------------------------|-----------|---------------|
| 611304002-WM-04 | Garden centre layout and aesthetics | 3         | 7             |

**Total number of credits for Work Experience Modules: 50**

**Minimum Credits: 102**

*\* The qualification is assessed through internal formative assessments and an external integrated summative assessment conducted by an accredited QCTO Assessment Quality Partner.*



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 Durban-based, serving learners across South Africa and beyond!