



Supply Chain Practitioner

Course Information

2024 - 2025

Qualification Information

Occupational Qualification: Supply Chain Practitioner

Level	SAQA ID	Credits
NQF 5	110942	180

Entry Requirements:

- NSC, SC or NC(V) at NQF Level 4

Occupational Purpose

A Supply Chain Practitioner develops operational schedules and action plans to coordinate service delivery in the supply chain in accordance with customer/end user requirements and performance objectives and manages relationships with customer/end user and suppliers.

Occupational Tasks:

- Develop and coordinate operational schedules for supply chain operational plans
- Monitor execution of supply chain operational schedules.

Assessments

- Formative assessment activities during the course of each module.
- Summative assessments at the end of each module
- An External Integrated Summative Assessment (EISA) at the end of the qualification.

NB: Access to the EISA is dependent on the successful of all qualification deliverables and formative and summative assessment at IQ.

Knowledge, Practical and Workplace Modules comprise the following competencies.

Knowledge Experience Module	Level	Credits
Introduction to supply chain management	5	10
Demand execution management operations	5	10
Transport and distribution operations	5	10
Inventory management	5	10
Warehousing and facilities operations	5	10
Production operations	5	10
Procurement operations	5	10
Returns management	5	10
Performance and contract management and improvement of operations	5	10

Practical Module	Level	Credits
Translate operational plans and performance objectives into operational schedules for the supply chain	5	13
Coordinate and implement supply chain operational schedules	5	13
Manage contract implementation and service level agreements	5	10
Monitor implementation of demand execution and customer relationship activities	5	8
Monitor execution of operational activities for transportation, warehousing and production	5	11
Monitor operational procurement related activities	5	11

Workplace Modules	Level	Credits
Operational scheduling and coordination processes	5	12
Processes for monitoring and evaluating operational plans	5	14

Knowledge Module 01

Supply chain concepts	5	50%
Supply chain management processes	5	50%

Knowledge Module 02

Customer/end user relationship management	5	25%
Customer service management	5	25%
Customer order management	5	25%
Managing service delivery	5	25%

Knowledge Module 03

Introduction to transport and distribution operations	5	50%
Transport planning and control	5	50%

Knowledge Module 04

Introduction to inventory management	5	50%
Introduction to inventory optimisation	5	50%

Knowledge Modules Breakdown

Knowledge Module 05

Introduction to warehousing and facilities	5	50%
Warehousing and facilities planning and control	5	50%

Knowledge Module 06

Introduction to production operations	5	50%
Production operations planning and control	5	50%

Knowledge Module 07

Introduction to procurement and supply environments, operations and workflow	5	50%
Procurement planning and control	5	50%

Knowledge Module 08

Introduction to returns management	5	50%
Returns management planning and control	5	50%

Knowledge Module 09

Performance improvement for a strategic sourcing or category management process	5	20%
Contract management	5	40%
Project management principles applied to supply chain planning and control	5	40%

Practical Module 01

Prepare operational schedules for demand execution management	5	Credits 13
Prepare operational schedules for transport and distribution	5	
Prepare operational schedules for warehousing and facilities	5	
Prepare operational schedules for production	5	
Prepare operational schedules for procurement and supply	5	

Practical Module 02

Coordinate demand execution management operational schedule activities	5	Credits 13
Coordinate transport and distribution operational schedule activities	5	
Coordinate warehousing and facilities operational schedule activities	5	
Coordinate production operational schedule activities	5	
Coordinate procurement operational schedule activities	5	

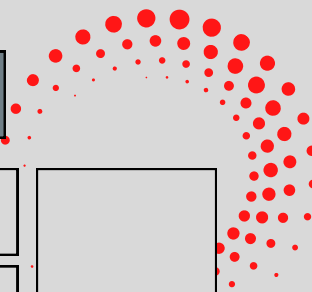
Practical Module 03

Monitor contract/service level agreement deliverables	5	Credits 13
Manage non-compliance	5	

Practical Module 04

Monitor customer/end user order process	5	Credits 8
Monitor end user service levels	5	

Practical Modules Breakdown



Practical Module 05

Monitor operational activities of transport and distribution	5	Credits 11
Monitor operational activities of warehousing and facilities	5	
Monitor operational activities of production	5	

Practical Module 06

Monitor operational procurement and supply activities	5	Credits 5
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Practical Module 07

Develop criteria and evaluate demand execution management performance	5	Credits 9
Develop criteria and evaluate demand execution management performance	5	
Develop criteria and evaluate warehousing and facilities performance	5	
Develop criteria and evaluate production performance	5	
Develop criteria and evaluate procurement performance	5	

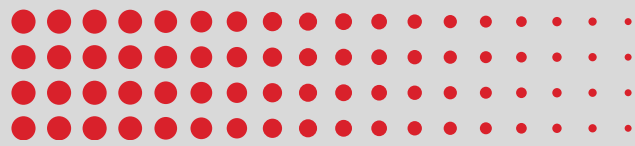
Practical Modules Breakdown

Workplace Modules

Develop/prepare operational schedules (over a period of 9 days of work experience)	5	Credits 22
Coordinate implementation of an operational schedule on a daily basis (over a period of 9.5 days of work experience)	5	
Manage contracts on a daily basis (over a period of 9 days of work experience)	5	

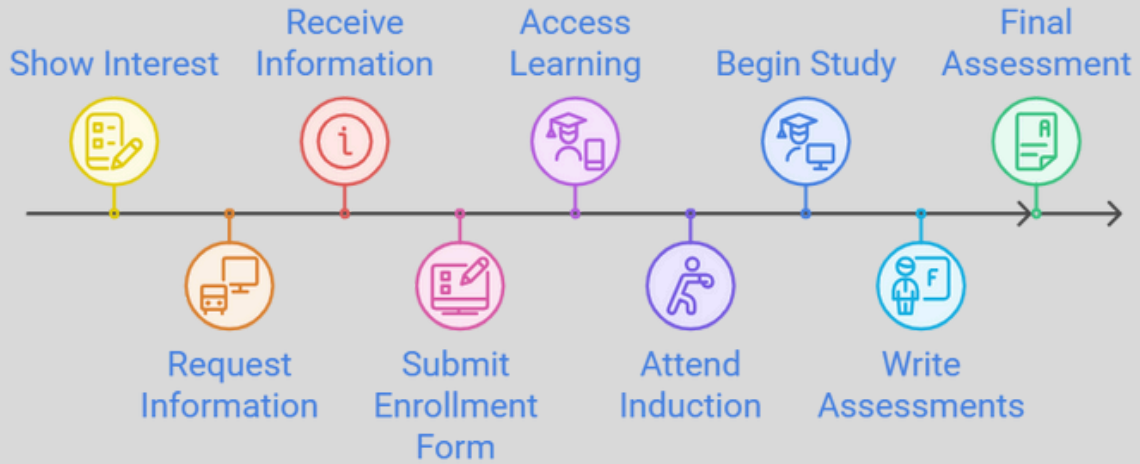
Workplace Modules

Under direct supervision, monitor execution of operational activities (over a period of 9 days of work experience)	5	Credits 14
Independently monitor execution of operational activities over a period of 8.5 days of work experience)	5	



Customer Journey

Enrollment and Completion Process for IQ Programmes



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