



Accredited Provider
The Skills College for Development and Training (Pty)Ltd.

National Certificate: Wholesale and Retail Distribution

Qualification ID 49280 – NQF 2; 120 Credits

INTRODUCTION

The primary purpose of the qualification is to provide learners with:

The purpose of this Certificate is to equip learners to understand and acquaint themselves with the underlying principles of all of the major areas related to distribution within the Wholesale & Retail sector, thus enabling them to become more effective employees. The Certificate further aims to provide career paths through various levels and areas of the Wholesale and Retail environment thus promoting the notion of quality lifelong learning. By assisting in the development of competence in the Wholesale and Retail field (arguably one of the bigger, more labour intensive and therefore important arenas for social and economic transformation in the country), this Certificate will provide a stepping-stone for further learning in the Further Education and Training Band.

Rationale:

This qualification reflects some of the needs of the Wholesale and Retail sector both now and in the future as it developed following much discussion with Wholesalers, Distribution Centres and Mail Order Houses. There is presently no Qualification available for employees at Level 2 in all three areas of the sector and there is great synergy between the needs of the three areas. As a result, based on specific needs expressed, the Certificate in Wholesale and Retail Distribution was developed. The impact of this Certificate on society and the economy is reflected in the multiple job roles and careers within three distinct arenas that can stem from the qualification.

The added value of the skills, knowledge and understanding developed by the Certificate will result in greater productivity resulting from the improved performance by the learner, due to the integration of the learning which may have taken place in the workplace.

Recognition of prior learning:

Learners accessing this qualification will have demonstrated competence in relevant communication and mathematical literacy at NQF Level 1.

Recognition of Prior Learning (RPL)

This Qualification can be achieved wholly or in part through the Recognition of Prior Learning. The Qualification may be granted to learners who have acquired the skills and knowledge without attending formal courses providing they can demonstrate competence in the outcomes of the individual Unit Standards as required by the Fundamental, Core and Elective areas stipulated in the Qualification and by the Exit Level Outcomes.

An RPL process may also be used to credit learners with Unit Standards in which they have developed the necessary competency as a result of workplace and experiential learning

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and may be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based Qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit level outcomes..

EXIT LEVEL OUTCOMES

1. Communicate both verbally and in writing.
2. Understand and apply mathematics.
3. Perform stock related functions.
4. Define the core concepts of the W & R environment.

Elective exit level outcomes

5. Maintain a safe and secure Wholesale and Retail environment.
6. Implement Point of Sale transactions and procedures.
7. Offer and maintain a credit facility and customer accounts.
8. Perform general administrative and office functions.
9. Pack and handle food and non-food items.
10. Deal with customers.
11. Apply in and out bound call centre operations within a commercial environment.
12. Plan self development.

The spread of Critical Cross-field Outcomes across the Unit Standards that are classified as Core for the purpose of this Qualification :

Count stock for a stock-take:

Team work
Organisation
Information
Communication
Related systems

Move, pack and maintain stock:

Team work
Organisation
Information
Communication
Technology
Related systems

Pick stock:

Solve problems
Organisation
Information
Communication
Technology
Related systems

Maintain a safe and secure environment:

Solve problems
Team work
Information
Communication
Related systems

Define the core concepts of the W&R environment:
 Solve problems
 Organisation
 Information
 Related systems

TIME PERIOD

This Learnership can be presented over a period of 12 months. Contact sessions can be determined. This do not need to be 100% contact session based.

A SELECTION OF THE FOLLOWING UNIT STANDARDS WILL BE COMPLETED TO REACH 120 CREDITS:

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	114891	Count stock for a stock-take	Level 2	NQF Level 02	5
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	NQF Level 02	10
Core	117898	Move, pack and maintain stock in a distribution centre/warehouse	Level 2	NQF Level 02	12
Core	117899	Pick stock in a distribution centre/warehouse	Level 2	NQF Level 02	12
Fundamental	8963	Access and use information from texts	Level 2	NQF Level 02	5
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	NQF Level 02	3
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	NQF Level 02	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	NQF Level 02	3
Fundamental	8962	Maintain and adapt oral communication	Level 2	NQF Level 02	5
Fundamental	8967	Use language and communication in occupational learning programmes	Level 2	NQF Level 02	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	NQF Level 02	2
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	NQF Level 02	5
Fundamental	8964	Write for a defined context	Level 2	NQF Level 02	5

Elective	114897	Administer deliveries	Level 2	NQF Level 02	10
Elective	114908	Apply food safety practices in a wholesale and retail outlet	Level 2	NQF Level 02	7
Elective	10358	Apply in-bound Contact Centre Operations within a commercial environment	Level 2	NQF Level 02	8
Elective	14359	Behave in a professional manner in a business environment	Level 2	NQF Level 02	5
Elective	258175	Break bulk, pack and label stock	Level 2	NQF Level 02	8
Elective	117887	Complete basic business calculations	Level 2	NQF Level 02	5
Elective	114910	Implement food-handling practices in wholesale and retail outlet	Level 2	NQF Level 02	8
Elective	117892	Maintain a safe and secure environment in a distribution centre	Level 2	NQF Level 02	12
Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	NQF Level 02	10
Elective	114899	Maintain the customer's account	Level 2	NQF Level 02	5
Elective	14342	Manage time and work processes within a business environment	Level 2	NQF Level 02	4
Elective	114919	Offer a credit facility	Level 2	NQF Level 02	8
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	NQF Level 02	6
Elective	114893	Pack customer purchases at point of sales	Level 2	NQF Level 02	3
Elective	114890	Perform office functions in a wholesale and retail outlet	Level 2	NQF Level 02	4
Elective	117900	Plan self development	Level 2	NQF Level 02	10
Elective	114894	Process payment at a Point of Sales (POS)	Level 2	NQF Level 02	10
Elective	114889	Record transactions	Level 2	NQF Level 02	8
Elective	114909	Administer and control the organisation's deposits and floats	Level 3	NQF Level 03	8
Elective	114905	Administer day-end cashing up procedures	Level 3	NQF Level 03	8

Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	NQF Level 03	8
Elective	117891	Despatch stock from a distribution centre	Level 3	NQF Level 03	12
Elective	117897	Maintain stock balances in a distribution centre	Level 3	NQF Level 03	8
Elective	114898	Minimise defaulting customer accounts	Level 3	NQF Level 03	5
Elective	117901	Receive stock in a DC/Warehouse	Level 3	NQF Level 03	15
Elective	114911	Resolve customer queries / complaints	Level 3	NQF Level 03	8
Elective	114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	NQF Level 03	12