



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

National Certificate: Wholesale and Retail Operations Supervision

Qualification ID 49397– NQF 4; 120 Credits

INTRODUCTION

This qualification is a further step in a learning pathway that underpins a career in the Wholesale and Retail arena, and helps the progression for a career path within an organisation. This qualification is rooted in actual practice and the learner is expected to be part of a public or private organisation and/or company operating in the area.

The Certificate will form part of a learning pathway that currently stretches from NQF Levels 2 to 5. This pathway will culminate in a qualification at NQF Level 5 with the prospect of a management position within an organisation.

Specifically, the purpose of this Certificate qualification is to equip learners to understand and acquaint themselves with the principles of supervision and team leadership within the Wholesale & Retail sector and to provide career paths with associated learnerships through various levels and areas of the Wholesale and Retail environment. Supervision in this context includes all activities ensuring the achievement of desired results and the correct implementation of prescribed policies, procedures and activities. The Certificate thus aims to build capacity and improve skills at lower management level in the Wholesale and Retail sector thus ensuring the development of competence and increased service delivery in this field.

The qualification provides learners with greater competence in people management within the Wholesale and Retail Sector.

Rationale:

South Africa has a well-developed and extensive Wholesale & Retail industry, which is spread nationally.

It is estimated that all those individuals who are wishing to enter the supervisory management level in the Wholesale and Retail Sector will benefit from the proposed Qualification.

The Certificate in Wholesale and Retail Operations Supervision, NQF Level 4, is designed to meet the needs of the learners who are already employed and involved in the Wholesale and Retail field. Learners with a qualification up to level 3, including through RPL, who wish to pursue a career in this area, or in fields where this learning may be useful will be allowed access to this certificate. This furthermore includes adult learners who want to enter the arena or develop their careers in one or more of the related sub-fields. Since this Certificate is part of a learning pathway it will allow mobility to persons operating at any level in the field.

The development of competence in this field will lead to world-class service delivery and company longevity. Application of the learning achieved in completing this qualification will also assist persons to enter other industries where they will be able to apply this learning in a different context.

This qualification also reflects some of the needs of the Wholesale and Retail Sector both now and in the future. It gives accessibility and flexibility to learners employed at the appropriate level desiring learning and growth opportunities, as well as the self-employed. In addition, many of those planning to develop to higher levels, or entering an organisation at a higher level, may well want to, or be required to, complete learning at this level.

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

Recognition of prior learning:

Learners starting to access this qualification will have demonstrated competence against the relevant Numeracy and First Language Literacy standards at NQF Level 3, either through a previous qualification, or through the process of Recognition of Prior Learning, which assesses workplace-based experiential learning.

Recognition of prior learning (RPL)

This Qualification can be achieved wholly or in part through the Recognition of Prior Learning and 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

RPL may also be used by learners, who are not in possession of an FETC or equivalent qualification, to gain access to the Qualification.

Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and will 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

Fundamental

1. Apply comprehension skills to first language oral and written texts in the business environment.
2. Communicate orally and in writing (in second language) in a W&R environment.
3. Apply knowledge of mathematics and statistics to investigate, interrogate and solve life-related and financial problems.

Core

4. Supervise stock counts and sales performance.
5. Supervise housekeeping and loss control measures.
6. Supervise customer service standards.
7. Describe and apply team leadership and team motivation.
8. Describe and apply the management functions of an organisation, including an understanding of Primary Labour Legislation.

Elective

9. Supervise promotional activities and point of sales operations.
10. Basic budgetary and financial requirements are applied.
11. Induct new members into teams and conduct formal meetings.
12. Demonstrate knowledge and understanding of the Occupational Health and Safety Act and the Compensation for Occupational Injury and Disease Act, and the responsibilities of management in terms of the Acts.
13. Manage risk in own work/business environment.

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

1. Supervise sales performance:

- Team work
- Organisation
- Information
- Communication
- Technology
- Related systems

2. Supervise implementation of loss control measures:

- Solve problems
- Team work
- Organisation
- Communication
- Related systems

3. Supervise stock counts:

- Team work
- Information
- Communication
- Technology
- Related systems
- Personal development

4. Supervise customer service service standards:

- Team work
- Organisation
- Information
- Communication
- Technology
- Personal development

5. Supervise housekeeping and hygiene in a store:

- Solve problems
- Team work
- Organisation
- Information
- Communication
- Personal development

6. Motivate a team:

- Team work
- Communication
- Personal development

7. Describe and apply the management functions of an organisation:

- Solve problems
- Team work
- Organisation

- Information
- Communication
- Technology
- Related systems
- Personal development

8. Demonstrate basic understanding of the Primary Labour Legislation that impacts on a business unit:

- Organisation
- Information
- Communication
- Technology
- Related systems
- Personal development

9. Indicate the role of a team leader ensuring that a team meets an organisation`s standards

- Solve problems
- Team work
- Information
- Communication
- Related systems
- Personal development

TIME PERIOD

This Learnership can be presented over a period of 12 months.

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

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation`s standards	Level 3	NQF Level 03	6
Core	13947	Motivate a team	Level 4	NQF Level 04	6
Core	118028	Supervise customer service standards	Level 4	NQF Level 04	8
Core	118029	Supervise housekeeping and hygiene in a store	Level 4	NQF Level 04	6
Core	118045	Supervise implementation of loss control measures	Level 4	NQF Level 04	8
Core	118037	Supervise sales performance	Level 4	NQF Level 04	8
Core	118043	Supervise stock counts	Level 4	NQF Level 04	8

Fundamental	9302	Access information in order to respond to client enquiries in a financial services environment	Level 3	NQF Level 03	2
Fundamental	8968	Accommodate audience and context needs in oral communication	Level 3	NQF Level 03	5
Fundamental	9303	Communicate verbally with clients in a financial environment	Level 3	NQF Level 03	3
Fundamental	8969	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	8970	Write texts for a range of communicative contexts	Level 3	NQF Level 03	5
Fundamental	12155	Apply comprehension skills to engage written texts in a business environment	Level 4	NQF Level 04	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	NQF Level 04	6
Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	NQF Level 04	5
Fundamental	8975	Read analyse and respond to a variety of texts	Level 4	NQF Level 04	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	NQF Level 04	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	NQF Level 04	6
Fundamental	8976	Write for a wide range of contexts	Level 4	NQF Level 04	5
Elective	258156	Build customer relations in an operational unit	Level 3	NQF Level 03	10
Elective	13914	Conduct a formal meeting	Level 3	NQF Level 03	3
Elective	13911	Induct a new member into a team	Level 3	NQF Level 03	3
Elective	13941	Apply the budget function in a business unit	Level 4	NQF Level 04	5
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	Level 4	NQF Level 04	8
Elective	13951	Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	NQF Level 04	4
Elective	14667	Describe and apply the management functions of an organization	Level 4	NQF Level 04	10
Elective	117155	Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA)	Level 4	NQF Level 04	2

Elective	117156	Interpret basic financial statements	Level 4	NQF Level 04	4
Elective	13954	Manage risk in own work/business environment	Level 4	NQF Level 04	5
Elective	118030	Supervise P.O.S. Operations	Level 4	NQF Level 04	8
Elective	118033	Supervise promotional activities	Level 4	NQF Level 04	8