



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

## National Certificate: Wholesale and Retail Operations

*Qualification ID 58206– NQF 2; 120 Credits*

### INTRODUCTION

Purpose:

The National Certificate: Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will to access opportunities for further development and training in the specialised areas of Wholesale and Retail such as:

- Operations.
- Administration.
- Merchandising.
- Stock control.
- Customer service.
- Visual display merchandising.
- Help desk operations.

After successful completion of this qualifications learners will be able to:

- Understand the sector in which they work.
- Provide customers with a high level of service.
- Operate effectively and efficiently in their area of specialisation.

This qualification has been developed to allow people within the industry to advance in an area of specialisation or to move into other areas of specialisation in the sector

### Rationale:

The Wholesale and Retail environment buys and sells a wide range of products and stock form manufacturers to the end user / consumer. Throughout this process a number of people perform a variety of functions. These functions can vary according to the size and type of organisation.

Each of these functions may in its own right lead to a whole career in the industry. These functions include:

- Help Desk operating.
- Sales staff.
- Merchandising.
- Warehousing.
- Wholesaling.
- Buying/purchasing.
- Administration.
- Credit management.

## □ Management.

Industry is characterised by a wide variety of organisations from very small wholesale and retail operators to major national and international chain corporations. These include:

- Spaza/house shops.
- Independent stores.
- Chain stores.
- Small and Large wholesalers.
- Franchisers.
- Distribution Centres.
- Tele-marketing organisations.
- External contractors.

The industry is labour intensive and service driven. The sector requires specific skills and abilities in order to remain profitable thereby increasing growth and job opportunities. This qualification is aimed at individuals entering the sector for the first time, informal / business owners as well as individuals working in entry level occupations in the sector.

This qualification is designed to provide the skills and abilities for people working in or looking for a career-path in Wholesale and Retailing:

- SME retailing.
- Help Desks.
- Chain stores.
- Merchandising.
- Wholesaling.

### **Recognition of prior learning:**

It is assumed that learners accessing this qualification are competent in:  
Communication at NQF Level 1.  
Mathematical Literacy at NQF Level 1.

Recognition of Prior Learning (RPL):

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learner and Assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards. Recognition of Prior Learning will be done by means of an Integrated Assessment.

This Recognition of Prior Learning may allow for:  
Accelerated access to further learning at this or higher levels on the NQF.  
Gaining of credits for Unit Standards in this Qualification.  
Obtaining this Qualification in whole or in part.

All recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Access to the qualification:

There is open access to any learner who complies with the learning assumed to be in place or equivalent competencies. It is required that learners are able to arrange for assessment in either a Wholesale and Retail or simulated environment

### **EXIT LEVEL OUTCOMES**

1. Operate in the wholesale and retail environment.
2. Interact with customers.

Exit Level Outcomes for areas of specialisation in the qualification:

Depending of the area of specialisation selected, the qualifying learner will be able to:

3. Operate in a chain store environment.

Or

4. Operate in a SME retail environment.

Or

5. Perform external merchandising services.

Or

6. Operate in a wholesale environment.

Or

7. Operate a help-desk in a wholesale and retail environment.

### 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.

### THE FOLLOWING UNIT STANDARDS WILL BE COMPLETED:

#### UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	<a href="#">117887</a>	Complete basic business calculations	Level 2	NQF Level 02	5
Core	<a href="#">114903</a>	Interact with customers	Level 2	NQF Level 02	8
Fundamental	<a href="#">119463</a>	Access and use information from texts	Level 2	NQF Level 02	5
Fundamental	<a href="#">9009</a>	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	<a href="#">7480</a>	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	NQF Level 02	3
Fundamental	<a href="#">9008</a>	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	NQF Level 02	3
Fundamental	<a href="#">119454</a>	Maintain and adapt oral/signed communication	Level 2	NQF Level 02	5
Fundamental	<a href="#">119460</a>	Use language and communication in occupational learning programmes	Level 2	NQF Level 02	5
Fundamental	<a href="#">7469</a>	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	NQF Level 02	2
Fundamental	<a href="#">9007</a>	Work with a range of patterns and functions and solve problems	Level 2	NQF Level 02	5
Elective	<a href="#">114891</a>	Count stock for a stock-take	Level 2	NQF Level 02	5
Elective	<a href="#">254594</a>	Handle help desk queries	Level 2	NQF Level 02	12
Elective	<a href="#">10349</a>	Input data received onto appropriate computer packages within a Contact Centre	Level 2	NQF Level 02	12

Elective	<a href="#">114906</a>	Mark merchandise and maintain displays	Level 2	NQF Level 02	10
Elective	<a href="#">114894</a>	Process payment at a Point of Sales (POS)	Level 2	NQF Level 02	10
Elective	<a href="#">243676</a>	Source and collect products for resale	Level 2	NQF Level 02	12
Elective	<a href="#">114911</a>	Resolve customer queries / complaints	Level 3	NQF Level 03	8