



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

National Certificate: Wholesale and Retail Operations

Qualification ID 63409– NQF 3; 120 Credits

INTRODUCTION

This qualification will serve to link the NQF Level 2 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management. The current gap in the learning pathway for Wholesale and Retail (W and R) practitioners will be filled by this qualification. It will serve as the second in the Wholesale and Retail Operations learning pathway and provide a basis for further learning. While the qualifying learners will experience personal growth and development, workplace succession planning will be more readily achieved.

The operational process includes; ordering stock, receiving, dispatching, stock control, cash control, sales and marketing and displaying, responsible credit promotion, perishable foods preparation, sales and display and the running of an informal small business.

This qualification will serve to provide the W and R sector with personnel that can perform the operation functions to industry standards, optimise productivity and improve service levels. The qualifying learner will undergo personal development that will contribute to social and economic development.

The learner assessed as competent against this qualification will be able to:

- Ensure a positive customer experience in a W and R business unit.
- Explain how employees can influence the objectives of a W and R business unit.

Rationale:

The scarce and critical skills list compiled by the South African Department of Labour includes many of the competencies in this qualification. The occupations associated with these competencies are listed as:

- Sellers: Sales Persons and Assistants, Representatives.
- Cashiers.
- General and Finance Administrators.
- Trade Union Officials.
- Merchandisers.
- Checkout Operators and Office Cash Clerks.
- General Clerks.

This qualification provides a planned combination of learning outcomes that will equip qualifying learners with the knowledge and applied competence in wholesale and retail operations and a basis for further learning. It provides a formal route to acquiring the operations skills and will provide recognition of experiential learning in the sector.

This is one of the fastest growing industries in SA with the emergence of the informal sector. Previous restrictions (legislation) are no longer an obstacle to industry development. It is one of the largest contributors to the GDP and there is regional strength of the sector in the SADC region.

This qualification will serve to further develop learners who have achieved the NQF Level 2: National Certificate: Wholesale and Retail Operations. It will also serve new-comers to the operations function, school leavers and the currently unemployed. It will enhance career development for learners that have previous experience in operations.

Recognition of prior learning:

It would be desirable for learners wishing to access this Qualification to be competent at:
Communication at NQF Level 2.
Mathematical Literacy at NQF Level 2.

Recognition of Prior Learning:

This Qualification and the entire fundamental, core and elective Unit Standards associated with it can be achieved by any learner through the recognition of prior learning, which includes learning outcomes achieved through formal, informal and non-formal learning and work experience. The qualification can be obtained in part through the recognition of prior learning.

Access to the Qualification:

There is open access to this Qualification.

EXIT LEVEL OUTCOMES

The first TWO Exit Level Outcomes are compulsory (1 and 2). The qualifying learner must achieve ONE more Exit Level Outcome from the remaining outcomes (3, 4, 5, 6, 7, 8, 9 or 10).

1. Ensure a positive customer experience in a wholesale and retail business unit.

And.

2. Explain how employees can influence the objectives of a wholesale and retail business unit.

And one of the following Exit Level Outcomes:

3. Administer the movement of stock into and from a wholesale and retail operational unit.

Or.

4. Cash up point of sale and deposit unit takings.

Or.

5. Control credit accounts in a wholesale and retail environment.

Or.

6. Provide a sales service to customers of a retail unit.

Or.

7. Provide a sales service to customers of a wholesale unit.

Or.

8. Enhance the sale and preparation of perishable foods.

Or.

9. Advise on and promote a range of cosmetics.

Or.

10. Display merchandise visually.

Or.

11. Supervise forecourt personnel.

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	114895	Define the core concepts of the wholesale and retail environment	Level 2	NQF Level 02	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	NQF Level 03	8
Core	258156	Build customer relations in an operational unit	Level 3	NQF Level 03	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	NQF Level 03	10
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	NQF Level 03	5
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	NQF Level 03	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	NQF Level 03	4
Fundamental	119457	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	NQF Level 03	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	NQF Level 03	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	NQF Level 03	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	NQF Level 03	5

Elective	13931	Monitor and control the maintenance of office equipment	Level 3	NQF Level 03	4
Elective	117877	Perform one-to-one training on the job	Level 3	NQF Level 03	4
Elective	242816	Conduct a structured meeting	Level 4	NQF Level 04	5
Elective	114598	Demonstrate an understanding of an entrepreneurial profile	Level 4	NQF Level 04	5
Elective	242819	Motivate and Build a Team	Level 4	NQF Level 04	10
Elective	242811	Prioritise time and work for self and team	Level 4	NQF Level 04	5