

SAQA Registration: 49397:

National Certificate: Wholesale and Retail Operations Supervision NQF Level 4



PURPOSE OF THE LEARNING PROGRAMME

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.

LEARNING ASSUMED TO BE IN PLACE

Learners with a qualification up to level 3, or in fields where this learning may be useful will be allowed access to this certificate.

EXIT LEVEL OUTCOMES

- ✚ Apply comprehension skills to first language oral and written texts in the business environment.
- ✚ Communicate orally and in writing (in second language) in a W&R environment.
- ✚ Apply knowledge of mathematics and statistics to investigate, interrogate and solve life-related and financial problems.
- ✚ Supervise stock counts and sales performance.
- ✚ Supervise housekeeping and loss control measures.
- ✚ Supervise customer service standards.
- ✚ Describe and apply team leadership and team motivation.
- ✚ Describe and apply the management functions of an organisation, including an understanding of Primary Labour Legislation.
- ✚ Supervise promotional activities and point of sales operations.
- ✚ Basic budgetary and financial requirements are applied.
- ✚ Induct new members into teams and conduct formal meetings.
- ✚ 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.
- ✚ Manage risk in own work/business environment.

TRAINING PROGRAMME DURATION

12 months

ASSESSMENT

The purpose of the qualification is achieved via demonstration of competence in terms of the exit level outcomes, which in turn are a function of the associated unit standards. Candidates will be assessed in an integrative manner per exit level outcome according to the qualification rules.

CERTIFICATION

This includes obtaining endorsement from the W&RSeta.

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QUALIFICATION OVERVIEW

ID	UNIT STANDARD TITLE	NQF	CREDITS
CORE			50
13917	Indicate the role of a team leader ensuring that a team meets an organisation's standards	Level 3	6
13947	Motivate a team	Level 4	6
118028	Supervise customer service standards	Level 4	8
118029	Supervise housekeeping and hygiene in a store	Level 4	6
118037	Supervise sales performance	Level 4	8
118043	Supervise stock counts	Level 4	8
118045	Supervise implementation of loss control measures	Level 4	8
FUNDAMENTAL			56
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
8968	Accommodate audience and context needs in oral communication	Level 3	5
8969	Interpret and use information from texts	Level 3	5
8970	Write texts for a range of communicative contexts	Level 3	5
8974	Engage in sustained oral communication and evaluate spoken texts	Level 4	5
8975	Read analyse and respond to a variety of texts	Level 4	5
8976	Write for a wide range of contexts	Level 4	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
9302	Access information in order to respond to client enquiries in a financial services environment	Level 3	2
9303	Communicate verbally with clients in a financial environment	Level 3	3
12155	Apply comprehension skills to engage written texts in a business environment	Level 4	5
ELECTIVE			26
13911	Induct a new member into a team	Level 3	3
13941	Apply the budget function in a business unit	Level 4	5
118030	Supervise P.O.S. Operations	Level 4	8
258156	Build customer relations in an operational unit	Level 3	10