

SAQA Registration: 63409:
National Certificate: Wholesale and Retail
Operations
NQF Level 3 (120 Credits)



PURPOSE OF THE LEARNING PROGRAMME

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, optimize productivity and improve service levels. The qualifying learner will undergo personal development that will contribute to social and economic development.

LEARNING ASSUMED TO BE IN PLACE

- ✚ Communication at NQF Level 2.
- ✚ Mathematical Literacy at NQF Level 2.

EXIT LEVEL OUTCOMES

- ✚ 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.

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
114895	Define the core concepts of the wholesale and retail environment	2	10
258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
258156	Build customer relations in an operational unit	3	10
258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
FUNDAMENTAL			56
119472	Accommodate audience and context needs in oral/signed communication	3	5
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	3	2
9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
119457	Interpret and use information from texts	3	5
9012	Investigate life and work related problems using data and probabilities	3	5
119467	Use language and communication in occupational learning programmes	3	5
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
119465	Write/present/sign texts for a range of communicative contexts	3	5
ELECTIVE			26
114891	Count stock for a stock-take	2	5
114892	Dispatch stock	3	10
243672	Maintain the stockroom	3	10
117877	Perform one-to-one training on the job	3	4
258215	Present a visual display in a wholesale or retail outlet	3	8
114896	Receive stock	3	12
117897	Dispatch Stock from a distribution Centre	3	12
117901	Receive Stock Into a distribution Centre	3	15
114902	Operate a computer in a wholesale/Retail outlet	2	6
243806	Deal with customers in a retail business	3	8
258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	8