

# National Certificate: Wholesale and Retail Operations Level 2

SAQA Qualification ID 58206, NQF Level 2, 120 Credits

## Introduction

*The National Certificate: Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will be able 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 or Help desk operations.*

## Entry Requirements

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

## Qualification Objectives

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

## Qualification Outline

### Cluster 1: The Retail Environment

- Define the core concepts of the wholesale and retail environment
- Interact with customers
- Complete basic business calculations

### Cluster 2: Verbal and Written Communication

- Maintain and adapt oral communication
- Use language and communication in occupational learning programmes
- Write/present for a defined context
- Access and use information from texts

### Cluster 3: Numeracy, Mathematics & Problem Solving

- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Demonstrate an understanding of rational and irrational numbers and number systems
- Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life-related problems
- Work with a range of patterns and functions and solve problems