

# National Certificate: Wholesale and Retail Operations Level 3

SAQA Qualification ID 63409, NQF Level 3, 120 Credits

## Introduction

*“Wholesale and Retail plays a vital role in the South African economy. Furthering excellence in this sector is of wide benefit and represents vast positive outcomes for consumers, retailers, shopping centres, service providers and the economy in general.”* Amanda Stops, General Manager of the South African Council of Shopping Centres, 2011

*The Wholesale and Retail sector is one of the fastest growing industries in South Africa and is one of the largest contributors to the GDP. This qualification aims to provide retail skills development for individuals involved in the retail environment where they are able to perform operational functions to industry standards, optimise their productivity and improve service levels.*

*This qualification looks at operational processes such as ordering stock, receiving, dispatching, stock control, cash control, sales, marketing and displaying products and services.*

## Who should attend

Any individual looking to grow their skills in the wholesale and retail environment.

## Entry Requirements

Communication and mathematical literacy at NQF Level 2 (Grade 10) or equivalent.

## Training Breakdown

This qualification runs over a period of one year with at least 22 days of training. Learners also have additional access to mentors and work groups to assist in the completion of their Portfolio of Evidence.

## Qualification Objectives

- Provide customers with a positive customer experience in a wholesale or retail business unit
- Explain how employees can influence the objectives of a wholesale or retail business unit
- Administer the movement of stock into and from a wholesale and retail operational unit
- Provide a sales service to customers of a retail/wholesale unit
- Display merchandise visually

## Qualification Outline

### **Module 1: Occupational learning**

- Use language and communication in occupational learning programmes

### **Module 2: Written Communication**

- Interpret and use information from texts
- Write/present/sign texts for a range of communicative contexts

### **Module 3: Retail and Wholesale**

- Investigate life and work-related problems using data
- Define the core concepts of the wholesale and retail environment

### **Module 4: Financial aspects of business and personal life**

- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues
- Explain the factors that impact on the bottom line of a wholesale and retail unit

### **Module 5: Customer service**

- Build customer relations in an operational unit
- Accommodate audience and context needs in oral/signed communication

### **Module 6: Coaching and safety in the workplace**

- Apply theft, fraud and safety controls in a wholesale and retail outlet
- Perform one-on-one training on the job

### **Module 7: Receiving stock**

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Receive stock in a retail or wholesale outlet

### **Module 8: Dispatching stock**

- Describe, apply, analyse and calculate shape and motion in 2 and 3-dimensional spaces in different contexts
- Dispatch stock in a retail or wholesale outlet

### **Module 9: Maintaining stock and stockroom**

- Maintain the stockroom
- Count stock for a stock take in a retail or wholesale outlet

### **Module 10: Merchandising skills**

- Present a visual display in a wholesale or retail outlet