THE LEARNING DEVELOPMENT GROUP

NC: Wholesale & Retail Operations

W&RSETA Certification

SAQA ID:	58206
NQF Level:	2
Credits:	120

Introduction

The National Certificate: Wholesale and Retail Operations, level 2, is an entry level occupational programme for individuals working in the wholesale and retail sector in different sizes and types of organisations and SMMEs.

It covers broad areas of wholesale and retail operations, customer service, processing payments and recording transactions, merchandising, buying and selling, communication and numeracy.

The qualification offers a career path and progression to level 3 qualifications in specialists areas of Wholesale and Retail such as operations, administration and merchandising.

Target Audience

This programme is aimed at individuals entering the industry and those already working in wholesale and retail, seeking a formal qualification. It is suitable for both formal and informal business owners and those working for large chain operations.

It prepares delegates for work in sales, purchasing, telemarketing, merchandising, warehousing, help desk operations, administration and credit management.

Entry Requirements

- Competency in Communication (English) at NQF Level 1.
- Competency in Mathematical Literacy at NQF Level 1.

Workplace Requirements

- Access to appropriate workplace environments.
- Active support by a mentor or supervisor.
- Access to a PC, software and the internet.

Course Delivery & Assessment

We use in-classroom and in-workplace practical training, observation and on-the-job coaching and mentoring to embed skills.

You will need to:

- Attend all lectures and sessions and complete practical workplace experiential learning.
- Demonstrate theoretical and practical understanding of programme content.
- Participate in and contribute in group activities.
- Compile and submit a Portfolio of Evidence (PoE).

To receive the NC: Wholesale and Retail Operations, level 2, you will need to compile, submit and be found competent by constituent Assessors, Moderators and Verifiers on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Explain the wholesale and retail business environment.
- Operate in a wholesale and retail environment.
- Use communication skills to offer customer service and interact with customers.
- Perform basic business calculations.
- Maintain a safe and secure workplace within the sector.
- Mark merchandise and maintain visual displays.
- Process payments and record transactions.
- Sell and pack products in a retail outlet or shop.

Course **Content**

NC: Wholesale and Retail Operations
Accreditation Body: W&RSETA

SAQA ID: 58206 | **Learning Programme ID:** NA
NQF Level: 2 | **Credits :** 120

Core Modules

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

Fundamental Modules

- Access and use information from texts
- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- Demonstrate understanding of rational and irrational numbers and number systems
- Identify, describe, compare, classify and explore shape and motion in 2 and 3-dimensional shapes in different contexts
- Maintain and adapt spoken communication
- Use language and communication in occupational learning
- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Work with a range of patterns and functions and solve problems
- Write for a defined context

Elective Modules

- Process payment at a Point of Sale (POS)
- Record transactions
- Mark merchandise and maintain displays
- Count stock for a stock-take
- Maintain a safe and secure wholesale and retail environment
- Operate a computer in a wholesale or retail outlet
- Resolve customer queries and complaints
- Pack customer purchases at a point of sale
- Sell products to customers in a wholesale and retail outlet

Our **Accredited Organisations**

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