TRAINING FORCE
Linking Training to Industry

OCCUPATIONAL CERTIFICATE: RETAIL SUPERVISOR
(SAQA ID: 99573)

Qualification Title: Occupational Certificate
Retail Supervisor

SAQA Qualification ID
99573

NQF Level
Level 4

Total Credits
100

Duration
9 Months

Training Days
10 Days spread over 9 Months

Blended
Online with Face to face/remote contact sessions

Assessment Quality Partner
Wholesale and Retail SETA (W&RSETA)

Purpose of the qualification

The purpose of this qualification is to equip a learner with knowledge and skills to operate as a Retail Supervisor.

Target Audience

The target learners are primarily people who are already employed in the Wholesale and Retail industry but are being allowed progression opportunities.

Entry Requirements

NQF Level 4 with Mathematical Literacy and Communication.

Course Structure

Part 1
Theory Modules
Runs with Part 2
|
Theory Exam

Part 2
Practical Modules
Runs with Part 2
|
Workbook, Observation & Assessment

Part 3
Workplace Modules
External or Onsite
|
Observation & Logbook

External Integrated Summative Assessment EISA

1. Knowledge Modules(20 Credits).

MODULE ID	Title	NQF Level	Credits
KM-01	Concepts and principles of supervising Wholesale or Retail staff.	4	10
KM-02	Concepts and principles of monitoring and improving performance.	4	4
KM-03	Concepts and principles for the implementation and maintenance of retail or wholesale operations.	4	3
KM-04	Concepts and principles of enhancing customer service.	4	3

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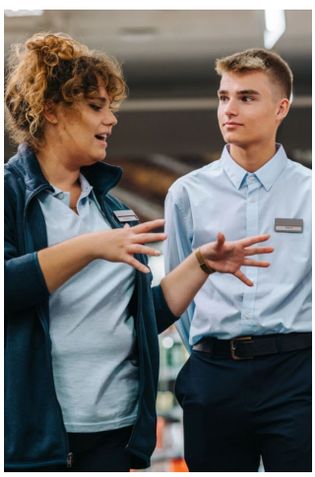

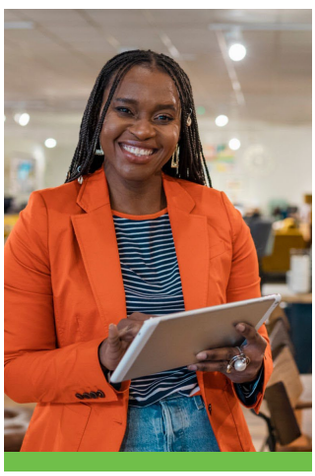

2. Practical Skill Modules(20 Credits).

MODULE ID	Title	NQF Level	Credits
PM-01	Supervise retail or wholesale staff.	4	6
PM-02	Monitor and control the work performance of a team.	4	6
PM-03	Supervise operations.	4	4
PM-04	Supervise service to internal and external retail and wholesale customers.	4	2
PM-05	Resolve queries and complaints from internal and external retail and wholesale customers.	4	2

3. Work Experience Modules(60 Credits).

MODULE ID	Title	NQF Level	Credits
WM-01	Processes and procedures for supervising wholesale or retail staff.	4	30
WM-02	Processes and procedures for supervising, implementing, and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet.	4	20
WM-03	Processes and procedures for enhancing customer service in a wholesale or retail outlet.	4	10

Course Outcome

- Plan and delegate a minimum of 12 tasks to 3 team members so that all tasks are completed within time-frames.
- Monitor and improve work performance where service standards and loss control standards are not being met.
- Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty with organisational policies.

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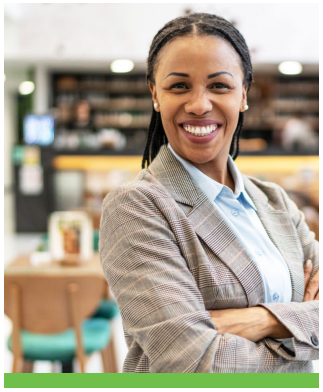

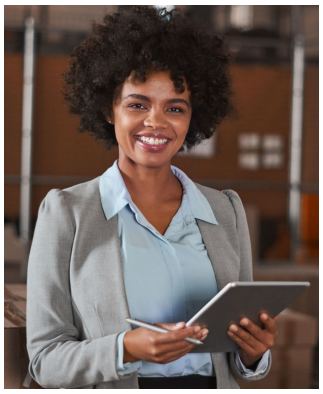

Assessment Methods

- **Internal Assessments:** Learners will be assessed through practical demonstrations, role-playing scenarios, and written tests covering all knowledge and practical skill modules.
- **Workplace Evidence:** Learners must provide documentary evidence of their practical work, signed off by supervisors, to demonstrate competence in real-world settings.
- **Final Integrated Summative Assessment:** A final assessment to evaluate the learner's comprehensive understanding and application of the course material.

Certification

- **Occupational Certificate:** Retail Supervisor certificate awarded by the QCTO upon successful completion of the EISA.

Articulation Options

Horizontal Articulation

- **Further Education and Training Certificate:** Generic Management: Wholesale and Retail Management, Level 4.

Vertical Articulation

- **National Certificate:** Wholesale and Retail: Buying Planning, Level 5.
- **National Certificate:** Wholesale and Retail Operations Supervision, Level 5.

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For more information on how your organisation can benefit, contact Training Force:

011 974 6633 info@trainingforce.co.za www.trainingforce.co.za