



NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS

NQF



3

SAQA



63409

TRAINING DAYS



31

DURATION



12 months

CREDITS



120

SETA



W&R

AVAILABLE DELIVERY METHODOLOGY



Online

Online interface training with occasional support.



Instructor Led

100% Trainer led methodology in order for learners to achieve applied competence.



Blended

Variety of learning methodologies used for learners to achieve applied competence.

PURPOSE

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.

Qualification Rules for Complete:

- Fundamental Component: All unit standards totaling 36 credits are compulsory.
- Core Component: All unit standards totaling 38 credits are compulsory.
- Elective Component: The qualifying learner must achieve a minimum of 46 credits in the specialisation area stock control in a distribution centre.

ENTRY CRITERIA

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

SKILLS OUTCOMES

- Ensure a positive customer experience in a Distribution Centre.
- Explain how employees can influence the objectives of a Distribution Centre..
- Administer the movement of stock into and from a Distribution Centre.

MARKETING INFORMATION

Target Market: Sales Persons and Assistants | Representatives | Cashiers | General and Finance Administrators | Trade Union Officials | Merchandisers | Checkout Operators and Office Cash Clerks | General Clerks.

Target Industries: Logistics | Wholesale

RESOURCE REQUIREMENTS

- Significant amount of stock to train
- Operational software
- Merchandise marking equipment
- Access to operational software
- Access to a distribution centre

GENERAL INFORMATION

Credit Accumulation Transfer (CAT): CAT is applicable for this qualification.

FISA Requirements: Final Integrated Summative Assessment is not a requirement for successful completion of this learnership.

Recognition of Prior Learning (RPL): RPL is available for this qualification.

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

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WHOLESALE AND RETAIL

Cluster 1 - Language Essentials - Credit Accumulation Transfer is applicable to the unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119467	Use Language and communication in occupational learning programmes.	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication.	5
Fundamental	119457	Interpret and use information from texts.	5
Fundamental	119465	Write/present/sign texts for a range of communication contexts.	5

Recommended training days for **Cluster 1** is 4 days.

Cluster 2 - Mathematic Essentials for Life Long Learning- Credit Accumulation Transfer is applicable to the unit standards below:

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	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.	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	4
Fundamental	9012	Investigate life and work related problems using data and probabilities.	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues.	5

Recommended training days for **Cluster 2** is 4 days.

Cluster 3 - Core Concepts for Wholesale Operations

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114895	Define the core concepts of the wholesale and retail environment.	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit.	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet.	8
Core	258156	Build customer relations in an operational unit.	10

Recommended training days for **Cluster 3** is 8 days.

Cluster 4 - Working in Distribution Centres

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	117897	Maintain stock balances in a Distribution Centre.	8
Elective	243681	Uplift stock for return.	5
Elective	114891	Count stock for a stock-take.	5

Recommended training days for **Cluster 4** is 4 days.

WHOLESALE AND RETAIL

Cluster 5 - Receive and Dispatch Stock in a Distribution Centre

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	117901	Receive stock in a DC/Warehouse.	15
Elective	114896	Receive stock.	12
Elective	114892	Dispatch stock.	10
Elective	117891	Dispatch stock from a DC.	12

Recommended training days for **Cluster 5** is 11 days.

On successful completion of this qualification the learner will achieve a total of 141 credits.