



TRAINING FORCE
Linking Training to Industry

WHOLESALE AND RETAIL

NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS

COURSE INFORMATION

SAQA ID: 58206
NQF Level: 2
Learnership Duration: 12 months
Credits: 126
Contact Sessions: Minimum Contact Session, including remediation (if required) and Portfolio Building, for this Qualification is **25 days**.
Accrediting SETA: Wholesale & Retail Sector Education & Training Authority

PURPOSE

After successful completion of this qualification, learners will be able to: Understand the sector in which they work • Provide customers with a high level of service • Operate effectively and efficiently in their area of specialisation. This qualification has been developed to allow people within the industry to advance in an area of specialisation or to move into other areas of specialisation in the sector.

ENTRY CRITERIA

- Communication and Numeracy competency at Grade 9.

QUALIFICATION RULES

- The qualifying learner will achieve this qualification by complying with the following rules of combination for the accumulation of credits totalling 120:
- Core unit standards totalling 23 credits are compulsory.
- Fundamental unit standards totaling 36 credits are compulsory.
- Elective unit standards totalling a minimum of 61 credits by:
 - Choosing one area of specialisation and complete all the unit standards listed in the specialisation.
 - Operate in a wholesale environment
 - Choosing additional unit standards from the remainder of the electives to make up a total of 61 credits for the elective component.

EQUIPMENT NEEDED

- Stock count equipment, Instruments: Ruler • Thermometer • Vernier Caliper • Tape measure Calculator

MARKET INFORMATION

Target Market: Those persons involved in the following activities: • Operations • Administration • Merchandising • Stock control • Customer service • Visual display merchandising • Help desk operations.

Target Industries: Wholesale and Retail

COURSE INFORMATION

- **Mentor Requirements:** Mentor must have at least 3 years' experience in a Wholesale and Retail Environment.
- **Workplace Approval:** Not Applicable
- **Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification.

SKILLS OUTCOMES

- Operate in the wholesale and retail environment.
- Interact with customers.
- Specialisation:
 - Operate in the wholesale environment
- Additional Electives:
 - General business skills

GENERAL INFORMATION



Credit Accumulation Transfer (CAT): CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Part 1 and Part 2 of every Cluster.



FISA Requirements: Final Integrated Summative Assessment is requirement for the successful completion of this Learnership.



Recognition of Prior Learning (RPL): RPL is not available for this qualification



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UNIT STANDARDS

Cluster 1 (Part 1) – Wholesale and Retail Business Environment

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	10
Elective	114902	Operate a computer in a wholesale / retail outlet	6
Elective	114912	Maintain a safe and secure wholesale and retail environment	10

- Recommended training days for Cluster 1 part 1 is 5 days

Cluster 1(Part 2) – Wholesale and Retail Business Environment – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119460	Use language and communication in occupational learning programmes	5

- Recommended training days for Cluster 1 part 2 is 1 day

Cluster 2 (Part 1) – Interact with Customers

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114903	Interact with customers	8
Elective	243712	Address customer queries in a wholesale environment	10

- Recommended training days for Cluster 2 part 1 is 5 days

Cluster 2 (Part 2) – Interact with Customers – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119454	Maintain and adapt oral/signed communication	5
Fundamental	119463	Access and use information from texts	5

- Recommended training days for Cluster 2 part 2 is 2 days

Cluster 3 – Working in a Wholesale Environment

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	117899	Pick stock in a distribution centre / warehouse level	12
Elective	114891	Count stock for a stock-take	5
Elective	114896	Receive Stock	12

- Recommended training days for Cluster 3 is 5 days



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Cluster 4 (Part 1) – Customer Orders

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	243680	Take orders from customers	12
Core	117887	Complete basic business calculations	5

- Recommended training days for Cluster 4 part 1 is 3 days

Cluster 4 – (Part 2) Customer Orders – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119456	Write / present for a defined context	5

- Recommended training days for Cluster 4 part 2 is 1 day

Cluster 5 – Numeracy and Business Calculations – Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	3
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	3
Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	3
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2
Fundamental	9007	Work with a range of patterns and functions and solve problems	5

- Recommended training days for Cluster 5 is 3 days