



TRAINING FORCE
Linking Training to Industry

WHOLESALE AND RETAIL

NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS

COURSE INFORMATION

SAQA ID: 63409

NQF Level: 3

Learnership Duration: 12 months

Credits: 129

Contact Sessions: Minimum Contact Session, including remediation (if required) and Portfolio Building, for this Qualification is **26 days**.

Accrediting SETA: Wholesale & Retail Sector Education & Training Authority

PURPOSE

This qualification is a continuation of NQF Level 2 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management. This qualification will serve to provide the Wholesale & Retail sector with personnel that can perform the operation functions to industry standards, optimise productivity and improve service levels. The learner assessed as competent against this qualification will be able to:

- Ensure a positive customer experience in a Wholesale & Retail business unit
- Explain how employees can influence the objectives of a Wholesale & Retail business unit.

ENTRY CRITERIA

- Communication and Numeracy competency at Grade 10.

QUALIFICATION RULES

- The qualifying learner will achieve this qualification by complying with the following rules of combination for the accumulation of credits totalling 129:
 - Core unit standards totalling 38 credits are compulsory.
 - Fundamental unit standards totaling 36 credits are compulsory.
 - Elective unit standards totalling a minimum of 55 credits by completing the specialisation:
 - Administer the movement of stock into and from a distribution centre/warehouse

EQUIPMENT NEEDED

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

MARKET INFORMATION

Target Market: Occupations associated with this qualification include: • Sellers: Sales Persons and Assistants, Representatives • Cashiers • General and Finance Administrators • Trade Union Officials • Merchandisers • Checkout Operators and Office Cash Clerks • General Clerks.

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

- Ensure a positive customer experience in a wholesale and retail business unit.
- Explain how employees can influence the objectives of a wholesale and retail business unit.
- Administrate the movement of stock into and from a wholesale and retail operational unit

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 - Fundamentals of Wholesale and Retail

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

- Recommended training days for Cluster 1 is 4 days

Cluster 2 - Communication in a Wholesale and Retail Environment – Credit Accumulation Transfer is applicable to the unit standards below

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

- Recommended training days for Cluster 2 is 4 days

Cluster 3 - Operate in a Wholesale and Retail Environment

Outcome	SAQA ID	Name of Unit Standard	Credits
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 4 days

Cluster 4 - Numeracy in Wholesale and Retail – 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 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 4 is 3 days



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Cluster 5 - Specialisation: Stock Control in a Distribution Centre

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	117901	Take orders from customers	15
Elective	114896	Receive stock	12
Elective	117897	Maintain stock balances	8
Elective	243681	Uplift stock for return	5
Elective	114892	Dispatch stock	10
Elective	114891	Count stock for a stock-take	5

- Recommended training days for Cluster 5 is 11 days