



# NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS

**NQF**



**2**

**SAQA**



**58206**

**TRAINING DAYS**



**21**

**DURATION**



**12 months**

**CREDITS**



**120**

**SETA**



**W&R**

**AVAILABLE DELIVERY  
METHODOLOGY**

**Online**



This course is not available online.

**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

The Wholesale and Retail environment buys and sells a wide range of products and stock from manufacturers to the end user/consumer. Throughout this process a number of people perform a variety of functions. These functions can vary according to the size and type of organisation.

Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions.

### Rules regarding Fundamental, Core and Electives:

- Fundamental Component: All unit standards totalling 36 credits are compulsory.
- Core Component: All unit standards totalling 23 credits are compulsory.
- Elective Component: The qualifying learner must achieve a minimum of 61 credits in a specific specialisation area, then Elective Units to make up the remainder of the 61 credits.

## ENTRY CRITERIA

- Communication at NQF Level 1.
- Numeracy at NQF Level 1.

## SKILLS OUTCOMES

- Operate in the wholesale and retail environment.
- Interact with customers.
- Operate in a wholesale environment.

## MARKET INFORMATION

**Target Market:** Operations • Administration • Merchandising • Stock control • Customer service • Visual display merchandising • Help desk operations

**Target Industries:** Wholesale and Retail

## RESOURCE REQUIREMENTS

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

## 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 with CAT requirements will need to complete all Clusters in full.

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

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

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

 011 974 6633

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 [www.trainingforce.co.za](http://www.trainingforce.co.za)

# WHOLESALE AND RETAIL

## 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 1 day.

## 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.



# WHOLESALE AND RETAIL

## 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.

## 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.