



## National Certificate: Wholesale and Retail Operations \_148 Credits

NQF L2\_SQA 58206

### Purpose and rationale

The Wholesale and Retail environment buys and sells a wide range of products and stock from manufacturers to the end user / consumer. The National Certificate: Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will have access opportunities for further development and training in the specialised areas of Wholesale and Retail such as Operations, Administration, Merchandising, Stock control, Customer service, Visual display merchandising and Help desk operations.

### Learning assumed to be in place and recognition of prior learning

- Communication and Mathematical Literacy at NQF Level 1, or equivalent.
- The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible.

There is open access to any learner who complies with the learning assumed to be in place or equivalent competencies.

### Exit level outcomes

The exit level outcomes of this qualification are as follows:

1. Operate in the wholesale and retail environment.
2. Interact with customers.
3. Operate in a chain store environment.
4. Operate in a wholesale environment.

### Notional hours of learning

This programme is designed for 1480 notional hours of learning. Notional hours of learning means the learning time that it is conceived it would take an average learner to meet the outcomes defined.

### Primary or delegated quality assurance functionary

W&RSETA

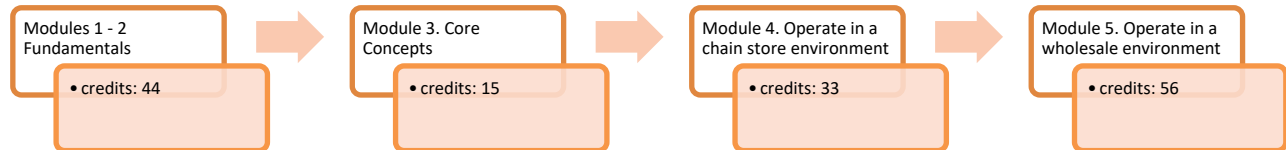
Production Management Institute of Southern Africa (Pty) Limited t/a PMI (Registration NR: 1997/18146/07)

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## Learning content, curriculum and delivery

PMI has designed the training curriculum and individual modules with the best learning strategies in mind taking into account how adult learners will best learn and engage with that content. Universal design principles guide the development and delivery of this programme to promote maximum learner accessibility. Universal design for learning is the deliberate design and delivery of instruction and learner services to meet the needs of the widest spectrum of learners possible.

This qualification is delivered in a modular way as follows:



## Unit standards:

Modules 1 & 2 _ 44 credits			
SAQA ID	Title	Level	Credits
114903	Interact with Customers	2	8
119454	Maintain and adapt oral/signed communication	2	5
119463	Access and use information from texts	2	5
119456	Write/present for a defined context	2	5
119460	Use language and communication in occupational learning programmes	2	5
7480	Demonstrate understanding of rational and irrational numbers and number systems	2	3
9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different context	2	3
9007	Work with a range of patterns and functions and solve problems	2	5
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	2	3
Module 3 _ 15 credits			
ID	Title	Level	Credits
114895	Define the core concepts of the wholesale and retail environment	2	10
117887	Complete basic business calculations	2	5
Module 4 _ 33 credits			
ID	Title	Level	Credits
114894	Process payment at a Point of Sales (POS)	2	10
114889	Record transactions	2	8
114906	Mark merchandise and maintain displays	2	10
114891	Count stock for a stock-take	2	5
Module 5 _ 56 credits			
243680	Take orders from customers	3	12
243712	Address customer queries in a wholesale environment	3	10
117899	Pick stock in a distribution centre/warehouse	2	12
114912	Maintain a safe and secure wholesale and retail environment	2	10
114896	Receive stock	3	12

Access the SAQA document via the link here: <https://regqs.saga.org.za/showQualification.php?id=58206>