



National Certificate: Wholesale and Retail Operations _141 Credits

NQF L3_SAQA 63409

Purpose and rationale:

This qualification will serve to provide the W and R sector with personnel that can perform the operation functions to industry standards, optimise productivity and improve service levels. The qualifying learner will undergo personal development that will contribute to social and economic development.

Learning assumed to be in place and recognition of prior learning

- Communication and Mathematical Literacy at NQF Level 2, or equivalent.
- This Qualification and the entire fundamental, core and elective Unit Standards associated with it can be achieved by any learner through the recognition of prior learning.

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

Notional hours of learning

This programme is designed for 1410 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/Delegated Quality Assurance Functionary

W&RSETA

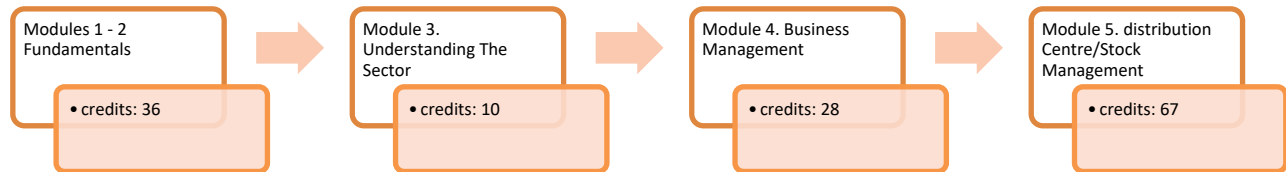
Production Management Institute of Southern Africa (Pty) Limited t/a PMI (Registration NR: 1997/18146/07)

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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 _ 36 credits | | | |
|----------------------------|---|-------|---------|
| SAQA ID | Title | Level | Credits |
| 119472 | Accommodate audience and context needs in oral/signed communication | 3 | 5 |
| 119457 | Interpret and use information from texts | 3 | 5 |
| 119467 | Use language and communication in occupational learning programmes | 3 | 5 |
| 119465 | Write/present/sign texts for a range of communicative contexts | 3 | 5 |
| 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 | 3 | 2 |
| 9013 | Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts | 3 | 4 |
| 9012 | Investigate life and work related problems using data and probabilities | 3 | 5 |
| 7456 | Use mathematics to investigate and monitor the financial aspects of personal, business and national issues | 3 | 5 |
| Module 3 _ 10 credits | | | |
| ID | Title | Level | Credits |
| 114895 | Define the core concepts of the wholesale and retail environment | 2 | 10 |
| Module 4 _ 28 credits | | | |
| ID | Title | Level | Credits |
| 28155 | Explain the factors that impact on the bottom line of a Wholesale and Retail unit | 3 | 10 |
| 258156 | Build customer relations in an operational unit | 3 | 10 |
| 258161 | Apply theft, fraud and safety controls in a Wholesale and Retail outlet | 3 | 8 |
| Module 5 _ 67 credits | | | |
| ID | Title | Level | Credits |
| 117901 | Receive stock in a DC/Warehouse | 3 | 15 |
| 117891 | Dispatch stock from a DC | 3 | 12 |
| 117897 | Maintain stock balances | 3 | 8 |
| 243672 | Maintain the stockroom | 3 | 10 |
| 114892 | Dispatch stock | 3 | 10 |
| 114896 | Receive stock | 3 | 12 |

Access the SAQA document via the link here: <https://regqs.saqa.org.za/showQualification.php?id=63409>