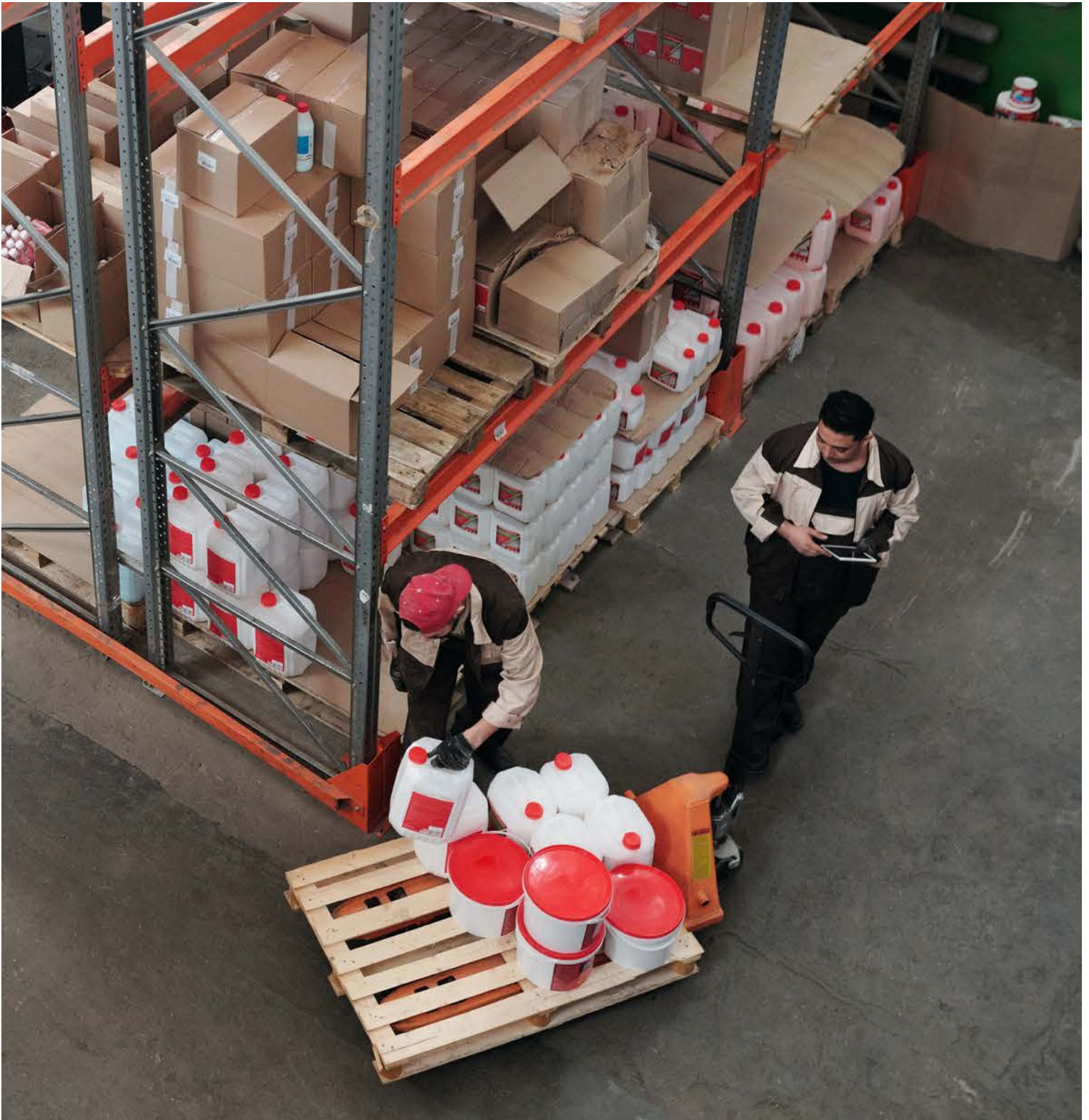




**WHOLESALE AND RETAIL
OPERATIONS
LEVEL 3
SAQA ID - 63409**



**ADDING VALUE
CHANGING LIVES**

**WE SOLVE
BEE RELATED
SKILLS DEVELOPMENT CHALLENGES
IN A MEANINGFUL WAY**



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NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS

SAQA ID - 63409
CREDITS - 125
NQF LEVEL - 3

ENTRY REQUIREMENTS:

Learners accessing this qualification are assumed to be competent in:

- Communication at NQF level 2
- Mathematical Literacy at NQF level 2

This qualification will serve to further develop learners who have achieved the NQF Level 2: National Certificate: Wholesale and Retail Operations. It will also serve new-comers to the operations function, school leavers and the currently unemployed.

OBJECTIVE:

This qualification provides a planned combination of learning outcomes that will equip qualifying learners with the knowledge and applied competence in wholesale and retail operations and a basis for further learning. It provides a formal route to acquiring the operations skills and will provide recognition of experiential learning in the sector.

This is one of the fastest growing industries in SA with the emergence of the informal sector. Previous restrictions (legislation) are no longer an obstacle to industry development. It is one of the largest contributors to the GDP and there is regional strength of the sector in the SADC region.

The operational process includes; ordering stock, receiving, dispatching, stock control, cash control, sales and marketing and displaying, responsible credit promotion, perishable foods preparation, sales and display and the running of an informal small business.

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.

It will serve as the second in the Wholesale and Retail Operations learning pathway and provide a basis for further learning. While the qualifying learners will experience personal growth and development, workplace succession planning will be more readily achieved.



QUALIFICATION OUTCOME:

This qualification aims to:

- 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
- Administer the movement of stock into and from a wholesale and retail operational unit
- Cash up point of sale and deposit unit takings
- Control credit accounts in a wholesale and retail environment
- Provide a sales service to customers of a retail unit
- Provide a sales service to customers of a wholesale unit
- Enhance the sale and preparation of perishable foods
- Advise on and promote a range of cosmetics
- Display merchandise visually
- Supervise forecourt personnel



RESPONSIBILITIES:

Edge Training will provide:

- Full project management of learnership
- Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership
- Course material, pens, and workbooks
- Training, using a Qualified Facilitator
- Assessments and moderation
- Uploading of learners on learner registration database and learner achievements
- Certificates of completion and competence
- SETA certificate of competence
- Venue suitable for the number of delegates and required refreshments
- Email access for learners
- Workplace provision

Combined responsibilities of Edge Training and Client:

- Ensure successful completion of the learnerships
- Quarterly project steering committee meeting



QUALIFICATION STRUCTURE AND OUTLINE:

Skills Programme 1:

US Type	NLRD	Unit Standard Title	Level	Credits
Core	114895	Define the core concepts of the wholesale and retail environment	2	10
Elective	258215	Present a visual display in a wholesale or retail outlet	3	8
Total Credits:			18	

Skills Programme 2:

US Type	NLRD	Unit Standard Title	Level	Credits
Fundamental	119467	Use language and communication in occupational learning programmes	3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	3	5
Total Credits:			10	

Skills Programme 3:

US Type	NLRD	Unit Standard Title	Level	Credits
Core	258156	Build customer relations in an operational unit	3	10
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	3	5
Total Credits:			15	

Skills Programme 4:

US Type	NLRD	Unit Standard Title	Level	Credits
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
Fundamental	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
Total Credits:			15	

QUALIFICATION STRUCTURE AND OUTLINE:

Skills Programme 5:

US Type	NLRD	Unit Standard Title	Level	Credits
Fundamental	119457	Interpret and use information from texts	3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	3	5
Total Credits:			10	

Skills Programme 6:

US Type	NLRD	Unit Standard Title	Level	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	3	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
Total Credits:			6	

Skills Programme 7:

US Type	NLRD	Unit Standard Title	Level	Credits
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	3	8
Total Credits:			8	

Skills Programme 8:

US Type	NLRD	Unit Standard Title	Level	Credits
Compulsory Elective	114896	Receive stock (in a retail / wholesale outlet)	3	12
Compulsory Elective	114892	Dispatch stock (in a retail / wholesale outlet)	3	10
Total Credits:			22	



QUALIFICATION STRUCTURE AND OUTLINE:

Skills Programme 9:

US Type	NLRD	Unit Standard Title	Level	Credits
Compulsory Elective	114891	Count stock for a stock-take (in a retail / wholesale outlet)	2	5
Compulsory Elective	258175	Break bulk, pack and label stock	2	8
Compulsory Elective	117897	Maintain stock balances in a distribution centre	3	8
		Total Credits:		21



NOTIONAL HOURS MATRIX:

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programmes	Credits	Notional Hours	Contact Session 30% (Hours)	Experiential Learning 70%(Hours)	TOTAL Notional Hours
1	18	180	54	126	180
2	10	100	30	70	100
3	15	150	45	105	150
4	15	150	45	105	150
5	10	100	30	70	100
6	6	60	18	42	60
7	8	80	24	56	80
8	22	220	66	154	220
9	21	210	63	147	210
TOTALS	125	1250	375	875	1250

EDGE TRAINING CONSULTANCY (PTY) LTD



www.edgetraining.co.za



+ 27 (0)87 13 555 43



info@edgetraining.co.za



+27 (0)86 72 507 32

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VAT No. 4640189041

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