



Institute for Quality

Education, Training and Development

Empowerment through Education



NC:Wholesale and Retail Operations

Course Information

NATIONAL CERTIFICATE :WHOLESALE AND RETAIL OPERATIONS (CHAIN STORE OPERATION)

SAQA ID : 58206

NQF LEVEL: 2

PURPOSE AND RATIONALE OF THE QUALIFICATION

The National Certificate: Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will to 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.
- Help desk operations.

After successful completion of this qualifications learners will be able to:
Understand the sector in which they work.

- Provide customers with a high level of service.
- Operate effectively and efficiently in their area of specialisation.

COURSE EXPECTATION

This is a learnership, and therefore has a theory and workplace component.

- Learners are expected to complete the theory at the training provider.
- The workplace component must be complete at a recognised workplace.
- The activities at the workplace will be determined by the workplace tasks that need to be completed.

Training Provider

Workplace

SELECTION OF WORKPLACE

Learners are required to ensure that they have secured a workplace. Whilst IQ supports learners in this endeavour, it is the learners responsibility.

The workplace selected must be in line with the course undertaken.

Learners will be provided with a pack that includes:

- Letter of request for placement
- Placement guidelines for Employer organisations



YOUR COURSE COMPRISES OF THE FOLLOWING:

- Complete Learner orientation on the programme expectations.
- Mentor guidelines for the workplace mentors.
- Work integrated guidelines for the workplace.
- Learner orientation guide.
- Process meetings map with employers and mentors
- Training plan including the schedule of assessments
- Process map for the qualification.
- Learner guides, workbooks and log books
- E-learning lessons/ PC Tablet (with audio voice lessons)
- Training videos to support lessons showing practical applications

ASSESSMENT

Assessments are an important part of your learning as it serves as a measure to identify if you have achieved the competencies required in this course.

Various assessment methods are used during the course of your programme. All these are collated into a Portfolio of Evidence which is used for the final summative assessment.

Each module of your study will have an assessment of some form. The workplace is assessed through a logbook. This comprises a list of tasks which needs to be completed and signed off by your workplace mentor.

DELIVERY MODALITY

The delivery modality is flexible and designed according to the needs of the client. The following are some of the options:

Option 1

- Lessons are presented on a PC Tablet. These are recorded. All the learner guides and workbooks are on the PC Tablet.

Option 2

- E-learning. Lessons are on the e-learning platform and learners progress through them.

Option 3

Face to face tuition according to a training plan.



CORE

FUNDAMENTAL

CORE

ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
117887	Complete basic business calculations	NQF Level 02	5
114895	Define the core concepts of the wholesale and retail environment	NQF Level 02	10
114903	Interact with customers	NQF Level 02	8
119463	Access and use information from texts	NQF Level 02	5
9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	NQF Level 02	3
7480	Demonstrate understanding of rational and irrational numbers and number systems	NQF Level 02	3
9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	NQF Level 02	3
119454	Maintain and adapt oral/signed communication	NQF Level 02	5
119460	Use language and communication in occupational learning programmes	NQF Level 02	5
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	NQF Level 02	2
9007	Work with a range of patterns and functions and solve problems	NQF Level 02	5
119456	Write/present for a defined context	NQF Level 02	5
114891	Count stock for a stock-take	NQF Level 02	5
114906	Mark merchandise and maintain displays	NQF Level 02	10
114902	Operate a computer in a Wholesale/Retail outlet	NQF Level 02	6
114894	Process payment at a Point of Sales (POS)	NQF Level 02	10
243712	Address customer queries in a wholesale environment	NQF Level 03	10
114892	Dispatch stock	NQF Level 03	10

114898	Minimise defaulting customer accounts	NQF Level 03	5
243679	Recommend orders for clients in a fast moving consumer goods environment	NQF Level 03	8
114911	Resolve customer queries / complaints	NQF Level 03	8
114900	Sell products to customers in a Wholesale and Retail outlet	NQF Level 03	12
114912	Maintain a safe and secure wholesale and retail environment	NQF Level 02	8
117899	Pick stock in a distribution centre/warehouse	NQF Level 02	12