

EXECUTIVE SUMMARY

NC: Wholesale and Retail Operations

NQF Level 3

Faculty of Warehousing and Distribution

| | |
|---------------------------------|--|
| Learning Programme Title | NC: Wholesale and Retail Operations |
| Learning Programme Id | 63409 |
| DoL Number | 27Q270015291203 |
| Registration End Date | 2023-06-30 |
| Last Date for Enrolment | 2024-06-30 |
| Duration | 1 Year |
| NQF Level | 3 |
| Credits | 120 |
| Learning Assumed to be in Place | <ul style="list-style-type: none"> Communication at NQF Level 2. Mathematical Literacy at NQF Level 2. |
| Quality Assurance Functionary | W&RSETA |

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FOR SKILLS, ENTERPRISE AND SOCIAL-ECONOMIC DEVELOPMENT

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Course Synopsis

This qualification will serve to link the NQF Level 2 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management. The current gap in the learning pathway for Wholesale and Retail (W and R) practitioners will be filled by this qualification. 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.

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.

Recognition of Prior Learning (RPL)

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, which includes learning outcomes achieved through formal, informal and non-formal learning and work experience. The qualification can be obtained in part through the recognition of prior learning.

| Qualification Rules | Exit Level Outcomes |
|---|---|
| <p>The Qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective Components, totaling 120 credits.</p> <p>Fundamentals</p> <p>All 36 credits allocated for Fundamental are compulsory.</p> <p>Core</p> <p>All 38 credits for Core are compulsory.</p> <p>Electives</p> <p>For the elective component, the qualifying learner must achieve a minimum of 46 credits by:</p> <ul style="list-style-type: none"> ▪ Choosing one area of specialisation and complete all the unit standards listed in the specialisation. ▪ Choosing additional unit standards from the general elective component or any of the other areas of specialisation to make up a total of 46 credits for the elective component | <p>The first TWO Exit Level Outcomes are compulsory (1 and 2). The qualifying learner must achieve ONE more Exit Level Outcome from the remaining outcomes</p> <ol style="list-style-type: none"> 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. 4. Cash up point of sale and deposit unit takings. 5. Control credit accounts in a wholesale and retail environment. 6. Provide a sales service to customers of a retail unit. 7. Provide a sales service to customers of a wholesale unit. 8. Supervise forecourt personnel. |

Qualification Overview

Fundamentals

1. Communication Skills

| ID | Unit Standard Title | Level | Credits |
|--------|---|---------|---------|
| 119472 | Accommodate audience and context needs in oral/signed communication | Level 3 | 5 |
| 119457 | Interpret and use information from texts | Level 3 | 5 |
| 119467 | Use language and communication in occupational learning programmes | Level 3 | 5 |
| 119465 | Write/present/sign texts for a range of communicative contexts | Level 3 | 5 |
| Total | | | 20 |

2. Numerical Skills

| ID | Unit Standard Title | Level | Credits |
|-------|---|---------|---------|
| 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 | Level 3 | 2 |
| 9013 | Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts | Level 3 | 4 |
| 9012 | Investigate life and work related problems using data and probabilities | Level 3 | 5 |
| 7456 | Use mathematics to investigate and monitor the financial aspects of personal, business and national issues | Level 3 | 5 |
| Total | | | 16 |

Core Modules

3. Ensure a positive customer experience in a wholesale and retail business unit

| ID | Unit Standard Title | Level | Credits |
|--------|--|---------|---------|
| 114895 | Define the core concepts of the wholesale and retail environment | 2 | 10 |
| 258156 | Build customer relations in an operational unit | Level 3 | 10 |
| Total | | | 10 |

4. Explain how employees can influence the objectives of a wholesale and retail business unit

| ID | Unit Standard Title | Level | Credits |
|--------|---|---------|---------|
| 258161 | Apply theft, fraud and safety controls in a Wholesale and Retail outlet | Level 3 | 8 |
| 258155 | Explain the factors that impact on the bottom line of a Wholesale and Retail unit | Level 3 | 10 |
| Total | | | 18 |

Elective Modules

5. Stock control

| ID | Unit Standard 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 |
| 114896 | Receive stock | 3 | 12 |
| Total | | | 47 |

ARTICULATION OPTIONS

The possibility exists for vertical articulation with this Qualification.
Examples of vertical articulation:

- ID 57712: Further Education and Training Certificate: Generic Management, NQF Level 4.