



Executive Summary

Qualification	National Certificate: Wholesale and Retail Distribution
Qualification ID	49280
NQF Level	2
Minimum Credits	120
Duration	12 months
Field	Services
Subfield	Wholesale and Retail
ETQA	W&RSETA
Purpose	The Certificate in Wholesale and Retail Distribution, NQF Level 2, is designed to meet the needs of the learners who are already employed and involved in Wholesale, Distribution or Mail Order Retail within the Wholesale and Retail field.
Entry Requirements	<ul style="list-style-type: none"> ▪ Communication at NQF Level 1 ▪ Mathematical Literacy at NQF Level 1



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Exit Level Outcomes

- Communicate both verbally and in writing.
- Understand and apply mathematics.
- Perform stock related functions.
- Define the core concepts of the W & R environment.
- Maintain a safe and secure Wholesale and Retail environment.
- Implement Point of Sale transactions and procedures.
- Offer and maintain a credit facility and customer accounts.
- Perform general administrative and office functions.
- Pack and handle food and non-food items.
- Deal with customers.
- Apply in and out bound call centre operations within a commercial environment.
- Plan self-development.

The KLM Empowered X-Perience



X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Learning Blocks

1

Communicate both verbally and in writing

ID	Unit Standard Title	Level	Credits
8963	Access and use information from texts	2	5
8962	Maintain and adapt oral communication	2	5
8967	Use language and communication in occupational learning programmes	2	5
8964	Write for a defined context	2	5
Total			20

2

Understand and apply mathematics

ID	Unit Standard Title	Level	Credits
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
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 contexts	2	3
7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
9007	Work with a range of patterns and functions and solve problems	2	5
Total			16

Core

3

Perform stock related functions

ID	Unit Standard Title	Level	Credits
117899	Pick stock in a distribution centre/warehouse	2	12
117898	Move, pack and maintain stock in a distribution centre/warehouse	2	12
114891	Count stock for a stock-take	2	5
Total			29

4

Define the core concepts of the W & R environment

ID	Unit Standard Title	Level	Credits
114895	Define the core concepts of the wholesale and retail environment	2	10
Total			10

Electives

5

Maintain a safe and secure Wholesale and Retail environment

ID	Unit Standard Title	Level	Credits
117892	Maintain a safe and secure environment in a distribution centre	2	12
114912	Maintain a safe and secure wholesale and retail environment	2	10
Total			22

6

Implement Point of Sale transactions and procedures

ID	Unit Standard Title	Level	Credits
117887	Complete basic business calculations	2	5
114902	Operate a computer in a Wholesale/Retail outlet	2	6
114893	Pack customer purchases at point of sales	2	3
114894	Process payment at a Point of Sales (POS)	2	10
114889	Record transactions	2	8
114909	Administer and control the organisation's deposits and floats	3	8
114905	Administer day-end cashing up procedures	3	8
Total			48

7

Offer and maintain a credit facility and customer accounts

ID	Unit Standard Title	Level	Credits
114899	Maintain the customer's account	2	5
114919	Offer a credit facility	2	8
114898	Minimise defaulting customer accounts	3	5
Total			18

8

Perform general administrative and office functions

ID	Unit Standard Title	Level	Credits
114897	Administer deliveries	2	10
14342	Manage time and work processes within a business environment	2	4
114890	Perform office functions in a wholesale and retail outlet	2	4
Total			18

9

Pack and handle food and non-food items

ID	Unit Standard Title	Level	Credits
114908	Apply food safety practices in a wholesale and retail outlet	2	7
114910	Implement food-handling practices in wholesale and retail outlet	2	8
114900	Sell products to customers in a Wholesale and Retail outlet	3	12
Total			27

10

Deal with customers

ID	Unit Standard Title	Level	Credits
14359	Behave in a professional manner in a business environment	2	5
Total			13

11

Apply in and outbound call centre operations within a commercial environment

ID	Unit Standard Title	Level	Credits
10358	Apply in-bound Contact Centre Operations within a commercial environment	2	8
13883	Apply out-bound Contact Centre Operations within a commercial environment	3	8
Total			16

12

Plan self-development

ID	Unit Standard Title	Level	Credits
117900	Plan self-development	2	10
Total			10

13

Perform Stock-related Functions

ID	Unit Standard Title	Level	Credits
258175	Break bulk, pack and label stock	2	8
117891	Despatch stock from a distribution centre	3	12
117897	Maintain stock balances in a distribution centre	3	8
117901	Receive stock in a DC/Warehouse	3	15
Total			43

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The Greatness Effect