



Executive Summary

Qualification	National Certificate: Wholesale and Retail Operations
Qualification ID	63409
NQF Level	3
Minimum Credits	120
Duration	12 months
Field	Services
Subfield	Wholesale and Retail
ETQA	W&RSETA
Purpose	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.
Entry Requirements	<ul style="list-style-type: none">▪ Communication at NQF Level 2▪ Mathematical Literacy at NQF Level 2



EMPOWERED

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Exit Level Outcomes

- 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.
- Supervise forecourt personnel.

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

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

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	Level 2	10
258156	Build customer relations in an operational unit	Level 3	10
Total			20

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

Electives

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