



National Certificate: Wholesale and Retail Operations:

Purpose and Outcomes of the Learning Programme

- The qualification addresses skills and competencies for enabling entry-level employment and positions in Wholesale and Retail Sector
- The qualifying learner will to access opportunities for further development and training in the specialised areas such as: Operations, Administration, Merchandising, Stock control, Customer service, Visual display merchandising & Help desk operations.
- This programme is designed to provide the skills and abilities for people working in or looking for a career-path in Wholesale and Retailing: SME retailing. Help Desks. Chain stores. Merchandising. Wholesaling.

Learning assumed to be in place and recognition of prior learning

- Communication at NQF level 1
- Mathematical Literacy at NQF level 1

This programme consists of SEVEN MODULES /SKILLS PROGRAMS/and will be covered over a period of one year:

Module 1: Basic Mathematics (16 credits)

Module 2: Business Communication (20 credits)

Module 3: Shelf Filler (25 credits)

Module 4: Merchandiser (23 credits)

Module 5: Professional Behaviour (9 credits)

Module 6: Contact Centre Operations (5 credits)

Module 7: Checkout Operator (24 credits)

The National Certificate: National Certificate: Wholesale and Retail Operations is based on SAQA qualification ID: 58206 (MIN 120 CREDITS) Registered Learnership with Dept. Labour

