

<b>Programme Title</b>	National Certificate: Wholesale and Retail Operations
<b>SAQA ID</b>	58206
<b>NQF Level</b>	2
<b>Credits</b>	120
<b>Duration</b>	1 Year
<b>Admission Requirements</b>	Communication at NQF level 1 Mathematical Literacy at NQF level 1
<b>Programme type</b>	Available in Full time and Part time classes
<b>Learnership Code</b>	27Q270027221202

## Description:

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 – specialized area
- Customer service
- Visual display merchandising
- Help desk operations

## Exit Level Outcomes

The following table illustrates the unit standard alignment to Exit Level Outcomes in the Learning Programmes.

### Outcome 1: Occupational Learning

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO1: Operate in the wholesale and retail environment	Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5

### Outcome 2: W&R Concepts

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO1: Operate in the wholesale and retail environment	Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
ELO3: Operate in a chain store environment	Compulsory Elective	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10

**Outcome 3: Workplace Communication**

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO2: Interact with customers	Fundamental	119463	Access and use information from texts	Level 2	5
	Fundamental	119456	Write/present for a defined context	Level 2	5
	Fundamental	119454	Maintain and adapt oral/signed communication	Level 2	5

**Outcome 4: Mathematical Literacy**

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO1: Operate in the wholesale and retail environment	Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
	Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5
	Fundamental	9008	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	Level 2	3
	Fundamental	9009	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	3

**Outcome 5: Financial Aspects**

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO1: Operate in the wholesale and retail environment	Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
	Core	117887	Complete basic business calculations	Level 2	5

**Outcome 6: Customer Service**

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO2: Interact with customers	Core	114903	Interact with customers	Level 2	8
	Elective	14359	Behave in a professional manner in a business environment	Level 2	5

### Outcome 7: Point of Sale

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO3: Operate in a chain store environment	Compulsory Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
	Compulsory Elective	114889	Record transactions	Level 2	8
	Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6

### Outcome 8: Merchandise and Maintain Stock

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO3: Operate in a chain store environment	Compulsory Elective	114906	Mark merchandise and maintain displays	Level 2	10
	Elective	243672	Maintain the stockroom	Level 3	10

### Outcome 9: Receive and Dispatch Stock

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO3: Operate in a chain store environment	Elective	114896	Receive stock (in a retail / wholesale outlet)	Level 3	12
	Elective	114892	Dispatch stock (in a retail / wholesale outlet)	Level 3	10

### Outcome 10: Count Stock

ELO	Unit Standard				
	Type	NLRD	Title	NQF	Credits
ELO3: Operate in a chain store environment	Compulsory Elective	114891	Count stock for a stock-take	Level 2	5

### Certification upon successful completion

- Statement of results will be issued on successful completion of all Outcomes
- A provider certificate will be issued until the accreditation with the seta is completed

