

National Certificate: Wholesale and Retail Operations

SAQA QUAL ID		QUALIFICATION TITLE	
58206		National Certificate: Wholesale and Retail Operations	
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY		NQF SUB-FRAMEWORK	
W&RSETA - Wholesale & Retail Sector Education and Training Authority		OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	Field 11 - Services	Wholesale and Retail	
MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	
120	Level 2	NQF Level 02	
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT	
2024-06-30		2027-06-30	

PURPOSE

This National Certificate addresses entry-level skills and competencies. Learners qualified in Wholesale and Retail have access to specialised areas such as:

- Operations.
- Administration.
- Merchandising.
- Stock control.
- Customer service.
- Visual display merchandising.
- Help desk operations.

Industry is characterised by a wide variety of organisations from very small wholesale and retail operators to major national and international chain corporations. These include:

- Spaza/house shops.
- Independent stores.
- Chain stores.
- Small and Large wholesalers.
- Franchisers.
- Distribution Centres.
- Tele-marketing organisations.
- External contractors.

After successful completion of this qualification's learners will be able to:

- Understand the sector in which they work.
- Provide customers with a high level of service.
- Operate effectively and efficiently in their area of specialisation.

WHO SHOULD APPLY?

This qualification is aimed at individuals entering the sector for the first time, informal / business owners as well as individuals working in entry level occupations in the sector.

LEARNING ASSUMED TO BE IN PLACE:

Assumption: Competence in Communication at and Mathematical Literacy at NQF Level 1.

RECOGNITION OF PRIOR LEARNING:

- The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible. Learner and Assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the Qualification and the associated Unit Standards. Recognition of Prior Learning will be done by means of an Integrated Assessment.
- All recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

This Recognition of Prior Learning may allow for:

- Accelerated access to further learning at this or higher levels on the NQF.
- Gaining of credits for Unit Standards in this Qualification.
- Obtaining this Qualification in whole or in part.

Access to the qualification:

- There is open access to any learner who complies with the learning assumed to be in place or equivalent competencies.
- It is required that learners are able to arrange for assessment in either a Wholesale and Retail or simulated environment.

QUALIFICATION RULES:

This qualification is made up of Fundamental, Core and Elective unit standards and a minimum of 120 Credits is required to complete the qualification as detailed below:

Fundamental Component:

- The Fundamental Component consists of compulsory Unit Standards -36 credits.

Core Component:

- The Core Component consists of compulsory Unit Standards -23 credits.

• Elective component:

- For the elective component, the qualifying learner must achieve a minimum of 61 credits by:
 - Choosing one area of specialisation and complete all the unit standards listed in the specialisation.
 - Choosing additional unit standards from the remainder of the electives to make up a total of 61 credits for the elective component.

EXIT LEVEL OUTCOMES:

- Operate in the wholesale and retail environment.
- Interact with customers.

EXIT LEVEL OUTCOMES FOR AREAS OF SPECIALISATION IN THE QUALIFICATION:

Depending on the area of specialisations selected, the qualifying learner will be able to:

- Operate in a chain store environment or
- Operate in an SME retail environment, or
- Perform external merchandising services, or
- Operate in a wholesale environment or
- Operate a help desk in a wholesale and retail environment.