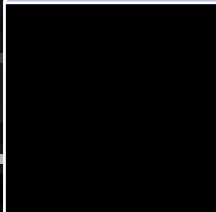


EDUTEL

WHOLESALE & RETAIL SKILLS PROGRAMMES AND QUALIFICATIONS



NQF levels 2, 3, 4 and 5



EDUTEL

Wholesale and Retail
Academy



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Remember: We offer wholesale and retail skills programmes to suit your needs.

1. Declaration, Names of Directors, Chief Executive and Senior Management

Declaration

I, the undersigned hereby declare that:

- Edutel Wholesale and Retail Academy (Pty) Ltd is registered with the Department of Education and is accredited / has applied for accreditation, to offer the programmes reflected in this brochure.
- Edutel Wholesale and Retail Academy (Pty) Ltd will not exceed the enrolment that the facilities and equipment can reasonably accommodate.
- Edutel Wholesale and Retail Academy (Pty) Ltd has sufficient space, equipment and instructional material to provide education and training to meet the standards and to set and achieve the objectives of each programme.
- Edutel Wholesale and Retail Academy (Pty) Ltd will maintain full records of each student's admission, academic progress and assessment of learning in respect of each programme.
- All the sites listed in this application are administered and controlled by Edutel Wholesale and Retail Academy (Pty) Ltd.
- Edutel Wholesale and Retail Academy (Pty) Ltd has the necessary academic and support staff with appropriate qualifications and experience to achieve the objectives of each programme.
- Officials from authorised institutions will be allowed unconditionally to conduct site visits for purposes of verification and ensuring compliance with the conditions of registration.

AB Pelsler
CEO

Names of Directors, Chief Executive and Senior Management

Directors: Andries Bernardus Pelsler
Oscar Stephen Bashing
Denise Ann Bonnelle

Chief Executive Officer: Andries Bernardus Pelsler

Senior Management: Johan Willemse – General Manager
Oscar Bashing – Assistant General Manager
Delphine Ferreira – Head ETD Practices



2. Names and Qualifications of Academic Staff

Bentley, M – NHD Personnel Management, Advanced Diploma in ETD
Bhana, A – BA, BA (Hons), HED, HRD
Bossenger, C – BA
Botha, M – BA, HOD, BA (Hons).
Ferreira, D – B.Tech, FDE, OD-ETDP
Fick, R – BA, B.Soc.Sc, Post Graduate Diploma in Industrial Relations
Gibson, A – BA, M.Phil (Business Ethics), M.Th.
Grantham, T – BA, Diploma Education, Train the Trainer
Guilfoyle, R – ETDP, HR Management, Business Management, Labour Relations Diploma
Lala, P – BA Law, LLB, Post Graduate Diploma in Accounting Management
Lubbe, D – ETDP
Mamutse, T – CIS, MBA
Mostert, D – BA
Ncoyo, N – B.Com HR, ND Public Management and Administration
Robinson, M – NHD Personnel Management
Sebalao, B – BA (Hons)
Steyn, T – BA (Hons) Industrial Sociology, B.Tech Education (Post School)
Thomson, A – BA
Viljoen, C – BA, M.Phil (Political Management), Train the Trainer
Wagner, R – Post Graduate Diploma in HRD, Master Certificate Training and Development
Willemse, J – B.Com (Hons), MBL
Zwane, D – BA.Soc.Sc, Diploma in Social Development, MBA
Westerveld, R – Train the Trainer, Assessor, EMT-B, Bridges of Hope HIV/AIDS Trainer, various Health and Safety courses

3. General Info

Our Mission

Our mission is to add value to our customers' business by providing the very highest quality skills development products and services possible. Our customer support strategy is based upon total, no-compromise customer satisfaction and we continually strive to offer a complete package of up-to-date value-added solutions to meet our customers' needs. We value, above all, our long-term customer relations.

Meet Edutel

- Edutel is a group of companies specialising in the field of education and training, skills development and services.
- Edutel Wholesale and Retail Academy (Pty) Ltd is fully accredited with the W&RSETA – Provider 63.
- All our programmes are approved by the W&RSETA.
- We are also a member of APPETD
- We have submitted our application for registration to the Department of Education and have applied for accreditation with Umalusi.

What we offer

Edutel offers 8 different wholesale and retail qualifications on levels 2-5 and various skills programmes. We also cater for the convenience store industry.

Course Material

Edutel makes use of its own developers and approved course material, assessment guides and instruments and sets a new standard when it comes to courseware development. We will continuously improve on our services.

Mode of delivery / Instruction

Contact and/or distance or mixed mode.

Assessment and Moderation

All Edutel's assessors and moderators are accredited with the ETDPSETA and registered with the W&RSETA. Edutel also renders a service as far as instructional learning assessment and workplace assessment are concerned.

Where do we operate?

Edutel offers its qualifications and skills programmes in all major centres throughout South Africa, namely Pretoria, Johannesburg, Cape Town, Durban or wherever the need arises. We also render services internationally. Please enquire for a venue nearest to you. Courses can also be done via distance learning.



What if I can do certain activities already?

You will be able to apply for RPL assessment against certain unit standards. This means that evidence of your experience and previous studies could be used for an assessment process in order to declare you competent. This process is called Recognition of Prior Learning.

How to apply for RPL

Pre-entry phase

- The learner applies for assessment for recognition of learning.
- The learner is given the necessary information required.
- A preliminary screening process takes place where the viability of RPL assessment is determined.

Advice phase

- The evidence facilitator assists the candidate with the gathering of information and presentation of the Portfolio of Evidence.
- The function of the evidence facilitator is clearly defined as one of support and advice throughout the accumulation of evidence.
- The evidence facilitator only facilitates the process of evidence gathering: the candidate has the responsibility of undertaking this task.

Assessment phase

- The candidate compiles the portfolio and submits it.
- The registered assessor assesses the portfolio
- The assessor and the evidence facilitator should not be one and the same person.
- The assessor makes a judgement:
 - a. Competent – The assessor records result and submits candidate's evidence for moderation
 - b. Not yet competent – The assessor requests more evidence or
- Gives further assessment activities.

Moderation phase

- The moderator moderates the assessment process.
- The moderator makes recommendations where necessary.
- The declaration of competence is confirmed.

Certification phase

- The candidate is issued with a certificate of competence.
- The necessary data is uploaded to the NLRD.

Employment opportunities

Should you be presently unemployed you may apply to Edutel to have your details placed on our employment database for employers to consider.

Learnerships

Duration [Learnership at NQF 2 – 12 months](#)
[Learnership at NQF 3 – 12 months](#)
[Learnership at NQF 4 – 12 months](#)
[Learnership at NQF 5 – 12 months](#)

Fees [See insert](#)

When can I register?

Anytime you are ready.

Do I have to buy extra books?

No, all material will be provided.

Do I have to be working before I register?

You must preferably be working in the relevant industry in order to gain the practical experience. Should you not be working in the industry but want to gain the knowledge, you may register, but you will only receive a certificate to indicate that you have completed the knowledge component of the qualification. You will only earn the credits linked to the respective unit standards of the qualification once you have also been declared competent on the workplace assessment (Portfolio of Evidence).

Competency-based Education

The courses listed are all competence-based. This means that learners must not only be declared competent on the knowledge component, but also the practical component of each unit standard.

Learners first do the knowledge component and add the practical later.

Language Policy

Our language of tuition is English.

Cancellation Policy

Cancellations of course fees will not be accepted once you are accepted and registered as a learner. Consideration will only be given to exceptional cases. You may cancel your studies but you will remain liable to pay your course fees.

Learners' Financial Aid

Learners can arrange to pay their course fees by bank debit order, cash monthly, cash in advance, credit card or, in some cases, by salary stop order (Eduloan). Learners can apply for study loans at various financial institutions. W&RSETA may also make grants available from time to time. Contact W&RSETA at 012 676 9000 for more information.

Student Support Services

Learners will be supported by our call centre at 011 760 4251 should they need any assistance. Learners can also make an appointment with their facilitator/assessor should they so choose.



4. Course structure: NQF 2

NATIONAL CERTIFICATE: Retail Shop Floor Practices QUALIFICATION ID: 48763 (122 credits)

This qualification will give you all the background knowledge you would require to work in the wholesale and retail industry. In addition, you will be able to utilise skills you learn in any business environment.

Whether you are employed or unemployed; have experience in the field or not – this qualification is for you. These competencies will enable you to start your own business or be marketable in the wholesale and retail environment. It will also allow you to progress to further qualifications in the wholesale and retail field.

When you have completed the qualification you will be able to:

- communicate verbally and in writing;
- understand and apply mathematics to home and workplace;
- function at a point of sale;
- display goods in a wholesale and retail environment;
- maintain a safe and secure wholesale and retail environment;
- identify the fundamental components of a wholesale and retail environment;
- offer and maintain a credit facility;
- perform stock-related functions;
- perform general administrative and office functions;
- pack and handle food and non-food items;

Entrance requirements and/or learning assumed to be in place:

Numeracy and literacy standard at NQF Level 1 or equivalent qualification or through recognition of prior learning.

Accreditation Status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling Portfolios of Evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This qualifications / skills programme will serve as an entry requirement for follow-up skills programme / qualification specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 credits	CORE 56 credits	ELECTIVE Choose 30 credits
<ul style="list-style-type: none"> • 8963 Access and use information from texts, NQF2 (5 credits) • 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems, NQF2 (3 credits) • 7480 Demonstrate understanding of rational and irrational numbers and number systems, NQF2 (3 credits) • 9008 Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts, NQF2 (3 credits) • 8962 Maintain and adapt oral communication, NQF2 (5 credits) • 8967 Use language and communication in occupational learning programmes, NQF2 (5 credits) • 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life, NQF2 (2 credits) 	<ul style="list-style-type: none"> • 114895 Define the core concepts of the wholesale and retail environment, NQF2 (10 credits) • 14903 Interact with customers, NQF2 (8 credits) • 114912 Maintain a safe and secure wholesale and retail environment, NQF2 (10 credits) • 114906 Mark merchandise and maintain displays, NQF2 (10 credits) • 114894 Process payment at a Point of Sales (POS), NQF2 (10 credits) • 114889 Record transactions, NQF2 (8 credits) 	<ul style="list-style-type: none"> • 114888 Perform cleaning functions within a Wholesale and Retail outlet, NQF1 (3 credits) • 114897 Administer deliveries, NQF2 (10 credits) • 114908 Apply food safety practices in a wholesale and retail outlet, NQF2 (7 credits) • 14359 Behave in a professional manner in a business environment, NQF2 (5 credits) • 114891 Count stock for a stock-take, NQF2 (5 credits) • 114910 Implement food-handling practices in wholesale and retail outlet, NQF2 (8 credits) • 114904 Implement promotional instructions, NQF2 (6 credits) • 114899 Maintain the customer's account, NQF2 (5 credits) • 14342 Manage time and work processes within a business environment, NQF2 (4 credits)



FUNDAMENTAL 36 credits	CORE 56 credits	ELECTIVE Choose 30 credits
<ul style="list-style-type: none">• 9007 Work with a range of patterns and functions and solve problems, NQF2 (5 credits)• 8964 Write for a defined context, NQF2 (5 credits)		<ul style="list-style-type: none">• 114902 Operate a computer in a wholesale and retail outlet, NQF2 (6 credits)• 114893 Pack customer purchases at point of sales, NQF2 (3 credits)• 114890 Perform office functions in a wholesale and retail outlet, NQF2 (4 credits)• 114892 Dispatch stock, NQF3 (10 credits)• 114887 Prepare a vehicle for deliveries, NQF3 (8 credits)• 114896 Receive stock, NQF3 (12 credits)

5. Course structure: NQF 2

NATIONAL CERTIFICATE: Retail and Wholesale Distribution QUALIFICATION ID: 49280 (120 credits)

The purpose of this certificate is to equip learners to understand, and acquaint themselves with the underlying principles of all the major areas related to distribution within the Wholesale & Retail sector, thus enabling them to become more effective employees. The certificate further aims to provide career paths through various levels and areas of the Wholesale and Retail environment, thus promoting the notion of quality life-long learning. By assisting in the development of competence in the Wholesale and Retail field (arguably one of the bigger, more labour-intensive and therefore important arenas for social and economic transformation in the country), this certificate will provide a stepping-stone for further learning in the Further Education and Training Band.

The Certificate in Wholesale and Retail Distribution, NQF Level 2, is designed to meet the needs and aspirations of the youth and unemployed who wish to pursue a career in these areas, or in fields where this learning may be useful. This furthermore includes adult learners who want to enter the arena or develop their careers in one or more of the related sub-fields. As this certificate may form part of a learning pathway it may allow mobility to persons operating at any level in the field.

This certificate provides learners with a grounding in all areas of Distribution. This may enable them not only to increase their productivity within the Wholesale and Retail Sector but also to apply their learning in various other business environments.

What exit-level outcomes will I have achieved:

- Communicate both verbally and in writing.
- Understand and apply mathematics.
- Perform stock-related functions.
- Define the core concepts of the W&R environment.

Elective exit-level outcomes:

- 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.

Entrance requirements and/or learning assumed to be in place:

Communication and Mathematical Literacy at NQF Level 1.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be registered on the National Learners' Records

Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 credits	CORE 39 credits	ELECTIVE Choose 45 credits
<ul style="list-style-type: none"> • 8963 Access and use information from texts, NQF2 (5 credits) • 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life-related problems, NQF2 (3 credits) • 7480 Demonstrate understanding of rational and irrational numbers and number systems, NQF2 (3 credits) • 9008 Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts, NQF2 (3 credits) • 8962 Maintain and adapt oral communication, NQF2 (5 credits) 	<ul style="list-style-type: none"> • 114891 Count stock for a stock-take, NQF2 (5 credits) • 114895 Define the core concepts of the wholesale and retail environment, NQF2 (10 credits) • 117898 Move, pack and maintain stock in a distribution centre/warehouse, NQF2 (12 Credits) • 117899 Pick stock in a distribution centre/warehouse, NQF2 (12 credits) 	<ul style="list-style-type: none"> • 114897 Administer deliveries, NQF2 (10 credits) • 114908 Apply food safety practices in a wholesale and retail outlet, NQF2 (7 credits) • 10358 Apply in-bound Contact Centre Operations within a commercial environment, NQF2 (8 credits) • 14359 Behave in a professional manner in a business environment, NQF2 (5 credits) • 117877 Complete basic business calculations, NQF2 (5 credits) • 114910 Implement food-handling practices in wholesale and retail outlet, NQF2 (8 credits)



FUNDAMENTAL 36 credits	CORE 39 credits	ELECTIVE Choose 45 credits
<ul style="list-style-type: none">• 8967 Use language and communication in occupational learning programmes, NQF2 (5 credits)• 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life, NQF2 (2 credits)• 9007 Work with a range of patterns and functions and solve problems, NQF2 (5 credits)• 8964 Write for a defined context, NQF2 (5 credits)		<ul style="list-style-type: none">• 117892 Maintain a safe and secure environment in a distribution centre, NQF2 (12 credits)• 114912 Maintain a safe and secure wholesale and retail environment, NQF2 (10 credits)• 114899 Maintain the customer's account, NQF2 (5 credits)• 14342 Manage time and work processes within a business environment, NQF2 (4 credits)• 114919 Offer a credit facility, NQF2 (8 credits)• 114902 Operate a computer in a wholesale and retail outlet, NQF2 (6 credits)• 114893 Pack customer purchases at point of sales, NQF2 (3 credits)• 114890 Perform office functions in a wholesale and retail outlet, NQF2 (4 credits)• 117900 Plan self development, NQF2 (10 credits)• 114894 Process payment at a Point of Sales (POS), NQF2 (10 credits)



FUNDAMENTAL 36 credits	CORE 39 credits	ELECTIVE Choose 45 credits
		<ul style="list-style-type: none">• 114889 Record transactions, NQF2 (8 credits)• 114909 Administer and control the organisation's deposits and floats, NQF3 (8 credits)• 114905 Administer day-end cashing up procedures, NQF3 (8 credits)• 13883 Apply out-bound Contact Centre Operations within a commercial environment, NQF3 (8 credits)• 117891 Dispatch stock from a distribution centre, NQF3 (12 credits)• 117897 Maintain stock balances in a distribution centre, NQF3 (8 credits)• 114898 Minimise defaulting customer accounts, NQF3 (5 credits)• 117901 Receive stock in a DC/Warehouse, NQF3 (15 credits)• 114911 Resolve customer queries/complaints, NQF3 (8 credits)• 114900 Sell products to customers in a wholesale and retail outlet, NQF3 (12 credits)

6. Course structure: NQF 2

NATIONAL CERTIFICATE: Wholesale and Retail Operations Qualification ID: Pending registration (120 credits)

The purpose of the NQF Level 2 Wholesale and Retail: Operations qualification is to provide a qualification that can form the basis for structured programmes for use by a wide-spread, national learner base, either already employed, or envisaging employment and a career-path in the Wholesale and Retail environment.

Learners embarking on the qualification will be able to become employed at entry level but will also be able to progress in the following operational areas within the wholesale and retail sector:

- Distribution
- Merchandising and displays
- Stock control and management
- Administration
- Customer service
- Help-desk and Call-centre operations
- Self-employment opportunities in retailing within the SMME sector

What exit-level outcomes will I have achieved:

- Apply basic communication in the Wholesale and Retail environment.
- Use basic mathematics in order to address operational requirements.
- Operate in the Wholesale and Retail environment.
- Maintain operational requirements in a Chain Store environment.
- Maintain operational requirements in a SMME retail environment.
- Maintain fast moving consumer goods merchandising according to organisational

requirements.

- Maintain operational requirements in a wholesale environment.
- Maintain help-desk operations in a wholesale and retail environment.

Entrance requirements and/or learning assumed to be in place:

Communication and Mathematical Literacy at NQF Level 1.

Accreditation Status

Programme will be submitted to W&RSETA for approval once registered.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 credits	CORE 48 credits	ELECTIVE Choose 36 credits
<ul style="list-style-type: none"> • 8962 Maintain and adapt oral communication, NQF2 (5 credits) • 8963 Access and use information from texts, NQF2 (5 credits) • 8964 Write for a defined context, NQF2 (5 credits) • 8967 Use language and communication in occupational learning programmes, NQF2 (5 credits) • 7467 Collect and use data to establish basic statistical and probability models and solve related problems, NQF2 (5 credits) • 7480 Demonstrate understanding of rational and irrational numbers and number systems, NQF2 (3 credits) • 9007 Work with a range of patterns and functions and solve problems, NQF2 (5 credits) • 9008 Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts, NQF2 (3 credits) 	<ul style="list-style-type: none"> • NEW Explain the basic concepts of profit and loss, NQF2 (10 credits) • 114895 Define the core concepts of the wholesale and retail environment, NQF2 (10 credits) • 114903 Interact with customers, NQF2 (8 credits) • 114912 Maintain a safe and secure wholesale and retail environment, NQF2 (10 credits) 	<ul style="list-style-type: none"> • NEW Recommend orders for clients in a FMCG environment, NQF3 (8 credits) • NEW Identify the role of FMCG Merchandising in the Wholesale and Retail industry, NQF2 (8 credits) • NEW Uplift goods for return, NQF3 (5 credits) • NEW Take orders in a wholesale environment, NQF3 (12 credits) • NEW Address customer queries in a wholesale environment, NQF3 (10 credits) • NEW Maintain the stockroom, NQF2 (8 credits) • NEW Deliver goods to stores, NQF3 (10 credits) • NEW Merchandise chillers & freezers in a retail store, NQF3 (3 credits) • 10358 Apply in-bound Contact Centre Operations within a commercial environment, NQF2 (8 credits) • 114887 Prepare a vehicle for deliveries, NQF2 (8 credits)



FUNDAMENTAL 36 credits	CORE 48 credits	ELECTIVE Choose 36 credits
		<ul style="list-style-type: none">• 114888 Perform cleaning functions within a wholesale and retail outlet, NQF1 (3 credits)• 114889 Record transactions, NQF2 (8 credits)• 114890 Perform office functions in a wholesale and retail outlet, NQF2 (4 credits)• 114891 Count stock for a stocktake, NQF2 (5 credits)• 114892 Dispatch stock, NQF3 (10 credits)• 114893 Pack customer purchases at point of sales, NQF2 (10 credits)• 114894 Process payment at a Point of Sales (POS), NQF2 (10 credits)• 114896 Receive stock, NQF3 (12 credits)• 114897 Administer deliveries, NQF2 (10 credits)• 114898 Minimise defaulting customer accounts, NQF3 (5 credits)• 114899 Maintain the customer's account, NQF2 (5 credits)



FUNDAMENTAL 36 credits	CORE 48 credits	ELECTIVE Choose 36 credits
		<ul style="list-style-type: none">• 114908 Apply food safety practices in a wholesale and retail outlet, NQF2 (7 credits)• 114910 Implement food-handling practices in wholesale and retail outlet, NQF2 (8 credits)• 114919 Offer a credit facility, NQF2 (8 credits)• 117899 Pick stock in a Distribution Centre/Warehouse, NQF2 (12 credits)• 13883 Apply out-bound Contact Centre Operations within a commercial environment, NQF3 (8 credits)• 14342 Manage time and work processes within a business environment, NQF2 (4 credits)• 14359 Behave in a professional manner in a business environment, NQF2 (5 credits)• 117900 Plan self development, NQF2 (10 credits)

7. Course structure: NQF 3

NATIONAL CERTIFICATE: Wholesale and Retail Sales Practice
QUALIFICATION ID: 48764 (131 credits)

This qualification will enable you to apply the underlying principles of the wholesale and retail sector, with special attention to sales and customer service in the wholesale and retail industry. Therefore, with this qualification, you will be able to utilise the skills you learn in any business environment.

With this qualification you will be able to start your own business or work in a wholesale and retail environment, whether it be large or small. It will give you a solid grounding in sales in the wholesale and retail environment, as it caters for all types of sales transactions including credit selling in the South African environment.

When you have completed the qualification you will be able to:

- communicate orally and in writing with clients and colleagues in a wholesale and retail environment;
- utilise mathematical and numeracy skills in a wholesale and retail environment;
- implement Point of Sale transactions and procedures;
- deal with customers in a wholesale and retail outlet
- administer credit accounts;
- promote and market wholesale and retail products and services;
- implement the most important workplace procedures;
- monitor and minimise customer credit risk and defaulting debtors;
- utilise appropriate electronic equipment in a wholesale and retail outlet.

Entrance requirements and/or learning assumed to be in place:

Communication NQF 2, Mathematical Literacy NQF 2 or equivalent qualification or through recognition of prior learning.

Accreditation Status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 credits	CORE 57 credits	ELECTIVE Choose 38 credits
<ul style="list-style-type: none"> • 9302 Access information in order to respond to client enquiries in a financial services environment, NQF3 (2 credits) • 8968 Accommodate audience and context needs in oral communication, NQF3 (5 credits) • 9303 Communicate verbally with clients in a financial environment, NQF3 (3 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, NQF3 (2 credits) • 9013 Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF3 (4 credits) • 8969 Interpret and use information from texts, NQF3 (5 credits) • 9012 Investigate life and work related problems using data and probabilities, NQF3 (5 credits) 	<ul style="list-style-type: none"> • 114895 Define the core concepts of the wholesale and retail environment, NQF2 (10 credits) • 114907 Display merchandise visually in a Wholesale and Retail outlet, NQF3 (15 credits) • 114896 Receive stock, NQF3 (12 credits) • 114911 Resolve customer queries/complaints, NQF3 (8 credits) • 114900 Sell products to customers in a Wholesale and Retail outlet, NQF3 (12 credits) 	<ul style="list-style-type: none"> • 114891 Count stock for a stock-take, NQF2 (5 credits) • 114904 Implement promotional instructions, NQF2 (6 credits) • 114912 Maintain a safe and secure wholesale and retail environment, NQF2 (10 credits) • 12751 Maintain and administer documents relating to clients, NQF2 (5 credits) • 114899 Maintain the customer's account, NQF2 (5 credits) • 114906 Mark merchandise and maintain displays, (NQF2 (10 credits) • 114919 Offer a credit facility, NQF2 (8 credits) • 114902 Operate a computer in a wholesale and retail outlet, NQF2 (6 credits) • 114893 Pack customer purchases at point of sales, NQF2 (3 credits) • 114894 Process payment at a Point of Sales (POS), NQF2 (10 credits)



FUNDAMENTAL 36 credits	CORE 57 credits	ELECTIVE Choose 38 credits
<ul style="list-style-type: none">• 7456 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues, NQF3 (5 credits)• 8970 Write texts for a range of communicative contexts, NQF3 (5 credits)		<ul style="list-style-type: none">• 114889 Record transactions, NQF2 (8 credits)• 114909 Administer and control the organisation's deposits and floats, NQF3 (8 credits)• 114905 Administer day-end cashing up procedures, NQF3 (8 credits)• 13419 Calculate the repayment ability and access the credit risk of potential clients, NQF3 (8 credits)• 114901 Control customer repairs and credits, NQF3 (8 credits)• 114892 Dispatch stock, NQF3 (10 credits)• 9849 Maintain health, safety and security within the internal environment, NQF3 (4 credits)• 114898 Minimise defaulting customer accounts, NQF3 (5 credits)• 13931 Monitor and control the maintenance of office equipment, NQF3 (4 credits)



8. Course structure: NQF 3

NATIONAL CERTIFICATE: Wholesale and Retail Informal Small Business Practice. Qualification ID: Pending Registration (120 credits)

The certificate in Wholesale and Retail Informal Small Business Practice, NQF3 is designed to meet the needs of learners who are either actively involved in the process of starting up a small retail business or those who are currently self-employed in an information business in the SMME environment and who want to broaden their base of competence with a view to career progression.

The qualification will also add value to learners who aspire to run or own their own small retail business in the future in the addressing of the following competencies:

- Understanding retail operational requirements
- Effective handling of financial transactions
- Handling of basic merchandising
- Maintaining of safety and security in the business environment
- Handling of stock
- Customer service.

The certificate may form part of a learning pathway that currently stretches from NQF levels 2 to 5. While this qualification focuses on the Small, Micro and Medium (SMME) sector, it is structured in such a way that there is the possibility for progression from Level 2 upwards, which could culminate in a qualification at NQF5.

Specifically, the purpose of this qualification is to equip learners to understand and acquaint themselves with the underlying principles of operational areas related to the wholesale and retail sector and entry-level business principles, thus enabling them to become effective employers and/or self-employed members of society.

The qualification will enable learners to understand the South African context of the retail sector, but may also increase their business acumen, thus enabling them to use this learning in various business environments and to progress to more formal business operations through articulated learning with qualifications which offer a more in-depth and specific business focus. This approach will enable the acquiring of operational competencies in preparation of additional business development and formalising of business operations where individuals have the relevant understanding of retail operations.

What exit-level outcomes will I have achieved:

- Understand the requirements of basic retail operations.
- Perform basic retail operations.
- Maintain customer service in an informal retail business.

Entrance requirements and/or learning assumed to be in place:

Numeracy, Communication and Literacy at NQF Level 2.

Accreditation Status

The programme will be submitted to W+RSETA ETQA for approval once registered.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be

registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 39 credits	CORE 64 credits	ELECTIVE Choose 17 credits
<ul style="list-style-type: none"> • 8968 Accommodate audience and context needs in oral communication, NQF3 (5 credits) • 8969 Interpret and use information from texts, NQF3 (5 credits) • 8970 Write texts for a range of communicative contexts, NQF3 (5 credits) • 8971 Analyse and respond to a variety of literary texts, NQF3 (5 credits) • 9303 Communicate verbally with clients in a financial services environment, NQF3 (3 credits) 	<ul style="list-style-type: none"> • NEW Control cash in an informal retail business, NQF3 (12 credits) • NEW Merchandise products in an informal retail business, NQF3 (12 credits) • NEW Maintain a safe and secure environment in an informal retail business, NQF3 (8 credits) • NEW Replenish stock within an informal retail business, NQF3 (12 credits) • NEW Deal with customers in an informal retail business, NQF3 (8 credits) • NEW Apply aspects related to running a business, NQF3 (12 credits) 	<ul style="list-style-type: none"> • NEW Demonstrate an understanding of entrepreneurship, NQF3 (5 credits) • NEW Apply aspects of business start-up, NQF3 (15 credits) • NEW Decide on issuing credit to customers in a wholesale & retail environment, NQF3 (8 credits) • NEW Apply food safety practices in an informal retail business, NQF3 (8 credits) • 114891 Count stock for a stocktake, NQF2 (5 credits) • 114890 Perform office functions in a wholesale and retail outlet, NQF2 (4 credits)



FUNDAMENTAL 39 credits	CORE 64 credits	ELECTIVE Choose 17 credits
<ul style="list-style-type: none">• 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, NQF3 (2 credits)• 7456 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues, NQF3 (5 credits)• 9012 Investigate life and work related problems using data and probabilities, NQF3 (5 credits)• 9013 Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF3 (4 credits)		<ul style="list-style-type: none">• 14342 Manage time and work processes within a business environment, NQF2 (4 credits)• 14359 Behave in a professional manner in a business environment, NQF2 (5 credits)• 7547 Operate a personal computer system, NQF2 (6 credits)• 7573 Demonstrate ability to use the World Wide Web, NQF2 (3 credits)• 114893 Pack customer purchases at point of sales, NQF2 (10 credits)• 114888 Perform cleaning functions within a wholesale and retail outlet, NQF1 (3 credits)• 8494 Demonstrate an understanding of HIV/AIDS and its implications, NQF2 (4 credits)• 14341 Keep informed of current affairs related to one's own industry, NQF2 (4 credits)• 114900 Sell products to customers in a wholesale & retail outlet, NQF3 (12 credits)• 10718 Use a personal budget to manage own money, NQF2 (3 credits)

9. Course structure: NQF 3

NATIONAL CERTIFICATE: Retail Perishable Food Sales Qualification ID: Pending Registration (120 credits)

The certificate may form part of a learning pathway that currently stretches from NQF levels 2 to 5. While this qualification focuses on perishable food, it is structured in such a way that there is a possibility for progression from Level 2 upwards which could eventually culminate in a qualification at NQF Level 5.

Specifically, the purpose of this certificate qualification is to equip learners to understand and acquaint themselves with the underlying principles, thus enabling them to become effective employers and/or self-employed members of society.

The certificate further aims to provide career paths with associated learnerships through various levels and areas of the wholesale and retail environment and thus promotes the notion of quality life-long learning. By assisting in the development of competence in this field (arguably one of the bigger, more labour intensive and therefore important arenas for social and economic transformation in the country), this certificate may provide a stepping-stone for learning at the Higher Education and Training Band.

This certificate provides learners with a grounding in all areas of retail, with specific emphasis on the production and sale of perishable food. For the purpose of this qualification perishable food refers to cold, frozen and hot foods, as well as fresh produce.

What exit-level outcomes will I have achieved:

- Communicate orally and in writing.
- Utilise mathematical and numeracy skills.
- Define and apply core concepts of wholesale and retail.

- Implement requirements related to the cold chain and hygiene.
- Perform stock-related functions.
- Apply functions related to the sale of products.
- Perform functions related to merchandising.
- Prepare food for sale.

Entrance requirements and/or learning assumed to be in place:

Numeracy and Literacy at NQF Level 1.

Accreditation Status

The programme will be submitted to W&RSETA for approval once registered.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 credits	CORE 54 credits	ELECTIVE Choose 30 credits
<ul style="list-style-type: none"> • 8968 Accommodate audience and context needs in oral communication, NQF3 (5 credits) • 8969 Interpret and use information from texts, NQF3 (5 credits) • 8970 Write texts for a range of communicative contexts, NQF3 (5 credits) • 9302 Access information in order to respond to client enquiries in a financial services environment, NQF3 (2 credits) • 9303 Communicate verbally with clients in a financial services environment, NQF3 (3 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, NQF3 (2 credits) • 7456 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues, NQF3 (5 credits) • 9012 Investigate life and work related problems using data and probabilities, NQF3 (5 credits) • 9013 Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF3 (4 credits) 	<ul style="list-style-type: none"> • 114895 Define the core concepts of the wholesale and retail environment, NQF2 (10 credits) • 114903 Interact with customers, NQF2 (8 credits) • 114912 Maintain a safe and secure wholesale and retail environment, NQF2 (10 credits) • NEW Implement requirements of the cold chain, NQF3 (5 credits) • NEW Implement personal hygiene requirements, NQF3 (3 credits) • NEW Promote sales and reduce wastage at a perishable foods department, NQF3 (15 credits) • NEW Clean and maintain premises and equipment, NQF3 (3 credits) 	<ul style="list-style-type: none"> • NEW Mark and label foods, NQF3 (3 credits) • NEW Prepare foods for sale in a retail store, NQF3 (12 credits) • NEW Merchandise chillers & freezers in a retail store, NQF3 (3 credits) • 8942 Sort and handle raw seafood manually, NQF2 (5 credits) • 8944 Fleck and fillet fish manually, NQF2 (5 credits) • 9051 Mince fish or meat using automatic mincing equipment, NQF2 (4 credits) • 114891 Count stock for a stocktake, NQF2 (5 credits) • 114889 Record transactions, NQF2 (8 credits) • 114892 Dispatch stock, NQF3 (10 credits) • 114894 Process payment at a Point of Sales (POS), NQF2 (10 credits) • 114896 Receive stock, NQF3 (12 credits) • 114900 Sell products to customers in a wholesale and retail outlet, NQF3 (12 credits) • 114904 Implement promotional instructions, NQF2 (6 credits) • 114906 Mark merchandise and maintain displays, (NQF2 (10 credits)

10. Course structure: NQF 4

NATIONAL CERTIFICATE: Wholesale and Retail Operations Supervision QUALIFICATION ID: 49397 (120 credits)

This qualification will enable you to understand and apply the underlying principles of supervision and team leadership within the wholesale and retail sector. Therefore, with this qualification, you will be able to utilise the skills you learn at lower management level.

When you have completed the qualification you will be able to:

- apply comprehension skills to first language oral and written texts in the business environment;
- communicate orally and in writing in the second language in the wholesale and retail environment;
- apply knowledge of mathematics and statistics to investigate, interrogate and solve life-related and financial problems;
- supervise stock counts and sales performance
- supervise housekeeping and loss control measures;
- supervise customer service standards;
- describe and apply team leadership and team motivation;
- describe and apply the management functions of an organisation, including an understanding of Primary Labour Legislation.

Entrance requirements and/or learning assumed to be in place:

Relevant numeracy NQF 3, First language literacy NQF 3 or equivalent qualification or through recognition of prior learning.

Accreditation Status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Fundamentals

Learners are required to do Communication at a first language and a second language level. All Level 3 Communication Unit Standards relate to a second language and Level 4 to first language. Learners with a Grade 12 Certificate with a pass in a first and second language or Mathematics can apply for RPL.

Curriculum

FUNDAMENTAL 56 credits	CORE 50 credits	ELECTIVE Choose 14 credits
<ul style="list-style-type: none"> • 9302 Access information in order to respond to client enquiries in a financial services environment, NQF3 (2 credits) • 8968 Accommodate audience and context needs in oral communication, NQF3 (5 credits) • 9303 Communicate verbally with clients in a financial environment, NQF3 (3 credits) • 8969 Interpret and use information from texts, NQF3 (5 credits) • 8970 Write texts for a range of communicative contexts, NQF3 (5 credits) • 12155 Apply comprehension skills to engage written texts in a business environment, NQF4 (5 credits) • 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems, NQF4 (6 credits) • 8974 Engage in sustained oral communication and evaluate spoken tests, NQF4 (5 credits) • 8975 Read, analyse and respond to a variety of texts, NQF4 (5 credits) • 9016 Represent, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF4 (4 credits) • 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues, NQF4 (6 credits) • 8976 Write for a wide range of contexts, NQF4 (5 credits) 	<ul style="list-style-type: none"> • 13917 Indicate the role of a team leader ensuring that a team meets an organisation's standards, NQF3 (6 credits) • 13947 Motivate a team, NQF4 (6 credits) • 118028 Supervise customer service standards, NQF4 (8 credits) • 118029 Supervise housekeeping and hygiene in a store, NQF4 (6 credits) • 118045 Supervise implementation of loss control measures, NQF4 (8 credits) • 118037 Supervise sales performance, NQF4 (8 credits) • 118043 Supervise stock counts, NQF4 (8 credits) 	<ul style="list-style-type: none"> • 13914 Conduct a formal meeting, NQF3 (3 credits) • 13911 Induct a new member into a team, NQF3 (3 credits) • 13941 Apply the budget function in a business unit, NQF4 (5 credits) • 13952 Demonstrate basic understanding of the primary labour legislation that impacts on a business unit, NQF4 (8 credits) • 13951 Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act, NQF4 (4 credits) • 14667 Describe and apply the management functions of an organisation, NQF4 (10 credits) • 117155 Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA), NQF4 2 (2 credits) • 117156 Interpret basic financial statements, NQF4 (4 credits) • 13954 Manage risk in own work/business environment, NQF4 (5 credits) • 118030 Supervise P.O.S. operations, NQF4 (8 credits) • 118033 Supervise promotional activities, NQF4 (8 credits)

11. Course structure: NQF 4

NATIONAL CERTIFICATE: Wholesale and Retail Credit Control QUALIFICATION ID: 49396 (125 credits)

Specifically, the purpose of this certificate qualification is to equip learners to understand and acquaint themselves with the principles of credit control within the wholesale and retail sector and to provide career paths with associated learnerships through various levels and areas of the wholesale and retail environment. The certificate further aims to build capacity and improve skills levels in the wholesale and retail sector thus ensuring the development of competence in this field.

With this qualification you will be able to supervise all activities in a wholesale and retail environment, which ensures the achievement of desired results and the correct implementation of policies and procedures. This, in turn, should result in increased service delivery in the sector.

When you have completed the qualification you will be able to:

- apply comprehension skills to first language oral and written texts in the business environment;
- communicate orally and in writing (in second language) in a wholesale and retail environment;
- apply knowledge of mathematics and statistics to investigate, interrogate and solve life-related and financial problems;
- manage cash handling practices;
- supervise credit functions and procedures within a wholesale and retail environment;
- control credit administration in the wholesale and retail environment;
- supervise and manage individuals and teams to achieve work objectives;
- describe and apply the management functions of the organisation, with specific emphasis on the relationship between junior and general management;
- describe and apply the basic legislation that impacts on a business unit.

Entrance requirements and/or learning assumed to be in place:

Relevant numeracy NQF 3, first language literacy NQF 3 or equivalent qualification or through recognition of prior learning.

Fundamentals

Learners are required to do Communication at a first-language and a second-language level. All Level 3 Communication Unit Standards relate to a second language and Level 4 to first language. Learners with a Grade 12 Certificate with a pass in a first and second language or Mathematics can apply for RPL.

Accreditation Status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 56 credits	CORE 54 credits	ELECTIVE Choose 15 credits
<ul style="list-style-type: none"> • 9302 Access information in order to respond to client enquiries in a financial services environment, NQF3 (2 credits) • 8968 Accommodate audience and context needs in oral communication, NQF3 (5 credits) • 9303 Communicate verbally with clients in a financial environment, NQF3 (3 credits) • 8969 Interpret and use information from texts, NQF3 (5 credits) • 8970 Write texts for a range of communicative contexts, NQF3 (5 credits) • 12155 Apply comprehension skills to engage written texts in a business environment, NQF4 (5 credits) • 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life-related problems, NQF4 (6 credits) • 8974 Engage in sustained oral communication and evaluate spoken tests, NQF4 (5 credits) 	<ul style="list-style-type: none"> • 118044 Address defaulting customer accounts and control bad debts, NQF4 (10 credits) • 118040 Control credit administration, NQF4 (8 credits) • 118039 Promote and control credit, NQF4 (5 credits) • 118042 Supervise credit procedures, NQF4 (8 credits) • 118036 Assess and finalise credit application, NQF4 (8 credits) • 118031 Manage cash handling practices, NQF5 (15 credits) 	<ul style="list-style-type: none"> • 13952 Demonstrate basic understanding of the primary labour legislation that impacts on a business unit, NQF4 (8 credits) • 13951 Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act, NQF4 (4 credits) • 14667 Describe and apply the management functions of an organisation, NQF4 (10 credits) • 13944 Describe the relationship of junior management to the general management function, NQF4 (5 credits) • 11473 Manage individual and team performance, NQF4 (8 credits) • 10981 Supervise work unit to achieve work unit objectives (individuals and teams), NQF4 (12 credits)



FUNDAMENTAL 56 credits	CORE 54 credits	ELECTIVE Choose 15 credits
<ul style="list-style-type: none">• 8975 Read, analyse and respond to a variety of texts, NQF4 (5 credits)• 9016 Represent, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF4 (4 credits)• 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues, NQF4 (6 credits)• 8976 Write for a wide range of contexts, NQF4 (5 credits)		



12. Course structure: NQF 4

NATIONAL CERTIFICATE: Wholesale and Retail Store Administration Qualification ID: Pending Registration (120 credits)

This qualification is a step in a learning pathway that underpins a career in the wholesale and retail arena and helps the progression for a career path within an organisation. This qualification is rooted in actual practice and the learner is expected to be part of a public or private organisation and/or company operating in the area.

It was designed specifically to meet the needs of the major chain stores that require trained individuals specialising in administration relating to the industry.

As a result, the Further Education and Training Certificate in Wholesale and Retail Store Administration, NQF Level 4, is designed to meet the needs of the learners who are already employed and involved in the wholesale and retail field. Learners with a qualification at NQF Level 3, including through RPL, who wish to enter this area, or in fields where this learning may be useful may be allowed access to this certificate. Additionally the Qualification may assist in creating employment opportunities as individuals who enter the industry without any experience can be taken onto a learnership/trainee programme, which may fast-track them through the organisation, culminating in this qualification.

The certificate will form part of a learning pathway that currently stretches from NQF Levels 2 to 5 Diploma. This pathway currently could culminate in a Diploma at NQF Level 5.

Specifically, the purpose of this Certificate qualification is to equip learners to understand and acquaint themselves with the principles of administration within the wholesale and retail sector, thus ensuring the development of competence and increased service delivery in this field.

What exit-level outcomes will I have achieved:

- Apply comprehension skills to first language oral and written texts in the business environment.
- Communicate orally and in writing (in second language) in a wholesale and retail environment.
- Apply knowledge of mathematics and in a defined environment.
- Develop plans for, and supervise individuals in work units.
- Supervise functions relating to document administration in a wholesale and retail outlet.
- Perform and supervise stock related functions
- Supervise the administration of deposits, floats and cashing-up procedures within the organisation.
- Supervise administration related to credit
- Control repairs related to customer purchases and office equipment.
- Demonstrate an understanding of management functions within an organisation.
- Communication techniques are applied within the business context.
- Train and coach teams and individuals
- Perform administration functions relating to customer accounts.
- Perform functions related to team management.
- Demonstrate the ability to operate a store computer.
- Demonstrate basic understanding of the Primary Labour Legislation that impacts on a business unit.

Entrance requirements and/or learning assumed to be in place:

Numeracy and Literacy at NQF3

Accreditation Status

The programme will be submitted to the W&RSETA once registered

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will

be registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 56 credits	CORE 40 credits	ELECTIVE Choose 24 credits
<p>First Language</p> <ul style="list-style-type: none"> 8974 Engage in sustained oral communication and evaluate spoken texts, NQF4 (5 credits) 8975 Read, analyse and respond to a variety of texts, NQF4 (5 credits) 8976 Write for a wide range of contexts, NQF4 (5 credits) 12155 Apply comprehension skills to interact written texts in the business environment, NQF4 (5 credits) <p>Second Language</p> <ul style="list-style-type: none"> 8968 Accommodate audience and context needs in oral communication, NQF3 (5 credits) 	<ul style="list-style-type: none"> 10981 Supervise work units to achieve work objectives, NQF4 (12 credits) NEW Control administration in a wholesale end retail outlet, NQF4 (20 credits) 118043 Supervise stock counts, NQF4 (8 credits) 	<ul style="list-style-type: none"> 114909 Administer and control the organisation's deposits and floats, NQF3 (8 credits) 114896 Receive stock, NQF3 (12 credits) 114892 Dispatch stock, NQF3 (10 credits) 114905 Administer day-end cashing up procedures, NQF3 (8 credits) 13914 Conduct a formal meeting, NQF3 (3 credits) 114899 Maintain the customer's account, NQF3 (5 credits) 13931 Monitor and control the maintenance of office equipment, NQF3 (4 credits)



FUNDAMENTAL 56 credits	CORE 40 credits	ELECTIVE Choose 24 credits
<ul style="list-style-type: none">• 8969 Interpret and use information from texts, NQF3 (5 credits)• 8970 Write texts for a range of communicative contexts, NQF3 (5 credits)• 9303 Communicate verbally with clients in a financial services environment, NQF3 (3 credits)• 9302 Access information in order to respond to client enquiries in a financial services environment, NQF3 (2 credits)Mathematics• 7483 Solve problems involving sequences and series in real and simulated situations, NQF4 (4 credits)• 9014 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues, NQF4 (6 credits)• 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems, NQF4 (6 credits)		<ul style="list-style-type: none">• 114901 Control Customer Repairs and Credits, NQF3 (8 credits)• 114902 Operate a computer in a W&R outlet, NQF2 (6 credits)• 118036 Assess and finalise credit applications, NQF5 (8 credits)• 118040 Control credit administration in the W&R organisation, NQF4 (8 credits)• 14667 Describe and apply the management functions of the organisation, NQF4 (6 credits)• 13944 Describe the relationship of junior management to the general management function, NQF5 (4 credits)• 15230 Monitor team members and measure effectiveness of performance, NQF5 (4 credits)• 12433 Use communication techniques effectively, NQF5 (8 credits)• 15223 Implement training needs for teams and individuals to upgrade skills levels, NQF5 (3 credits)• 9527 Lead a team, plan, allocate and assess their work, NQF3 (4 credits)



FUNDAMENTAL 56 credits	CORE 40 credits	ELECTIVE Choose 24 credits
		<ul style="list-style-type: none">• 9926 Coach learners, NQF3 (10 credits)• 12751 Maintain and administer documents relating to client accounts, NQF2 (5 credits)• 13952 Demonstrate basic understanding of the Primary Labour Legislation that impacts on a business unit, NQF4 (8 credits)• 13947 Motivate a team, NQF4 (6 credits)• 13917 Indicate the role of a team leader ensuring that a team meets an organisation's standards, NQF3 (4 credits)• 11374 Manage individual and team performance, NQF4 (8 credits)• 110009 Management administration records, NQF4 (4 credits)• NEW Administer and authorise time keeping records for payroll purposes, NQF4 (5 credits)• NEW Administer stock control records, NQF4 (10 credits)



13. Course structure: NQF 5

NATIONAL CERTIFICATE: Wholesale and Retail Operations Management QUALIFICATION ID: pending registration (120 credits)

This qualification enables, in particular, the preparation of individuals to enter junior managerial or supervisory qualifications through career-path development and bridging within the specific work environment. At the same time, the qualification sets the scene for further development of management-specific skills and competencies associated with more advanced management responsibilities within the context of the direct environment in which these responsibilities will be applied, thus adding value in terms of portability within the industry itself.

The qualification therefore facilitates a productive and qualified work-force in the entry-level management and supervisory functions in the wholesale and retail industry and will, as such, benefit the learner, the industry and the addressing of transformation in terms of management in the wholesale and retail sector.

The purpose of the NQF Level 5, Wholesale and Retail: Operations Management qualification is the provision of operationally specific entry-level supervisory and management skills and competencies against the identified industry requirements incorporated in a nationally recognised qualification. The certificate thus aims to build capacity and improve competencies to enable effective transition into entry-level managerial positions in the wholesale and retail environment, whilst enabling access to further learning through articulation, in particular, towards further specialisation.

It will avail development and career advancement opportunities in the area of entry-level management, supervisory and leadership roles in a broad spectrum of wholesale and retail organisations in positions such as:

- stock control and management,
- shrinkage and loss management,

- wholesale and retail management,
- merchandising and display management,
- customer service management,
- administrative management,
- credit management,
- human Resources management and development.

The obtaining of the qualification will result in:

- relevant understanding of the legislative framework impacting on the industry and specific operational functions;
- general management skills and competencies associated with the operational focus area;
- financial skills;
- human resources skills;
- resources development skills;

Entrance requirements and/or learning assumed to be in place:

Competent in English and the general theoretical and practical competencies accomplished on an NQF Level 4.

Accreditation Status

The programme will be submitted for programme approval once the qualification is registered with SAQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn

the credits linked to unit standards making up your skills programme / qualification. These credits will be registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already

achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 12 credits	CORE 41 credits	ELECTIVE Choose 67 credits
<ul style="list-style-type: none"> 114278 Demonstrate and apply an understanding of the Labour Relations Act (Act 66 of 1995), NQF5 (12 credits) 	<ul style="list-style-type: none"> NEW Manage and control stock levels, NQF5 (10 credits) NEW Manage shrinkage and losses, NQF5 (8 credits) NEW Manage operations in a Wholesale/Retail/Distribution outlet, NQF5 (15 credits) NEW Manage cash handling, NQF5 (8 credits) 	<ul style="list-style-type: none"> 114274 Demonstrate and apply an understanding of the Basic Conditions of Employment Act 75 of 1997, NQF5 (8 credits) 11473 Manage individual and team performance, NQF4 (8 credits) 115753 Conduct outcomes-based assessment, NQF5 (15 credits) 118028 Supervise customer service standards, NQF4 (8 credits) 118036 Assess and finalise credit applications, NQF5 (8 credits) 118040 Control credit administration in the Wholesale & Retail Organisation, NQF4 (8 credits) 118042 Supervise credit procedures, NQF4 (8 credits) 118044 Address defaulting customer accounts and manage bad debt, NQF4 (10 credits)



FUNDAMENTAL 12 credits	CORE 41 credits	ELECTIVE Choose 67 credits
		<ul style="list-style-type: none">• 12140 Recruit and select candidates to fill defined positions, NQF5 (9 credits)• 12164 Demonstrate knowledge and insight of the Financial Advisory and Intermediary Services Act (FAIS) (Act 37 of 2002), NQF4 (2 credits)• 12433 Use communication techniques effectively, NQF5 (8 credits)• 12544 Facilitate the preparation and presentation of evidence for assessment, NQF4 (4 credits)• 13941 Apply the budget function in a business unit, NQF4 (5 credits)• 13951 Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act, NQF4 (4 credits)• 15220 Set, monitor and measure the achievement of goals and objectives for a team, department or division within an organization, NQF5 (4 credits)



FUNDAMENTAL 12 credits	CORE 41 credits	ELECTIVE Choose 67 credits
		<ul style="list-style-type: none"> • 15223 Implement training needs for teams and individuals to upgrade skills levels, NQF5 (3 credits) • 15223 Implement training needs for teams and individuals to upgrade skills levels, NQF5 (3 credits) • 15230 Monitor team members and measure effectiveness of performance, NQF5 (4 credits) • 15233 Harness diversity and build on strengths of a diverse working environment, NQF5 (3 credits) • 117155 Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA), NQF4 2 (2 credits) • 10980 Induct a new employee, NQF4 (6 credits) • NEW Control merchandising and layouts, NQF5 (12 credits) • NEW Manage cold chain processes, NQF5 (12 credits) • NEW Demonstrate an understanding and apply the Sectoral Determination for the W&R Sector, NQF5 (8 credits)



FUNDAMENTAL 12 credits	CORE 41 credits	ELECTIVE Choose 67 credits
		<ul style="list-style-type: none">• NEW Implement disciplinary action, NQF5 (15 credits)• NEW Manage chronic/contagious diseases, NQF5 (5 credits)• NEW Manage a training intervention, NQF4 (8 credits)• NEW Control administration, NQF4 (20 credits)• NEW Plan to improve a branch's financial results, NQF4 (12 credits)• NEW Identify areas of productivity improvement in a Wholesale and Retail outlet, NQF5 (5 credits)

14. Course structure: NQF 5

NATIONAL CERTIFICATE: Wholesale and Retail Buying Planning QUALIFICATION ID: pending registration (120 credits)

The wholesale and retail environment, by definition, revolves around the function of the acquiring and procurement of goods for purposes of profitable trade. Regardless of the type, volume, size or quantity of goods forming the focus of the specific wholesale or retail organisation, the effective planning and execution of the procurement function play an integral part in the successful operation of a diverse range of businesses in the wholesale and retail sector.

Procurement or buying requires competence across a broad range of varied work activities performed in a variety of contexts, associated with the acquisition of goods in the wholesale and retail environment. It is envisaged that learners operating in the area of buying, planning and procurement are expected to function with limited supervision on tasks for which they are responsible. The qualification thus aims to enable a candidate with the relevant skills and competencies associated with day-to-day operational and support activities within this vocational focus area.

The purpose of the NQF Level 5, Wholesale and Retail: Buying Planning qualification is the provision of opportunities for the acquiring of a nationally recognised qualification enabling the effective training and development of individuals presently involved in the planning and execution of procurement in organisations, or individuals, previously excluded from skills acquisition, envisaging employment or advancement opportunities as part of a career path in the area of buying and associated functions in the wholesale and retail environment.

The qualification addresses identified needs and requirements of the sector, in particular, for competencies associated with the buying and planning function, through the provision of the appropriate knowledge, skills and competencies required to effectively pursue a career and exploit opportunities in the buying and procurement function.

In addition to the foundation of generic competencies associated with the area of learning, the qualification also enables the integration of associated skills within this area of operation, such as the research of local and international trends, importing, supply chain management, project management and negotiation skills.

The acquiring of the qualification will result in:

- a sound understanding of the nature and importance of the buying and planning function in the wholesale and retail environment;
- the planning of product procurement within the context of competitor strategies, merchandising performance, pricing, organisational target markets and product range identification;
- The accurate calculation of costing and pricing;
- The effective application of decision-making and negotiating skills;
- The performing of buying and associated administrative activities according to organisational requirements.

Entrance requirements and/or learning assumed to be in place:

Competence in English and the general theoretical and practical competencies accomplished on an NQF Level 4.

Accreditation Status

The programme will be submitted for programme approval once the qualification is registered with SAQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by writing knowledge tests and compiling portfolios of evidence. Once you are declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme / qualification. These credits will be

registered on the National Learners' Records Database and will remain to your credit always. Should you want to continue with your studies, you will be able to apply for RPL / credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme / qualification will serve as an entry requirement for follow-up skills programmes / qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 8 credits	CORE 59 credits	ELECTIVE Choose 53 credits
<ul style="list-style-type: none"> • NEW Explain the buying and planning functions in the wholesale and retail industry, NQF5 (4 credits) • 10022 Comply with organizational ethics, NQF4 (4 credits) 	<ul style="list-style-type: none"> • NEW Analyse and respond to merchandise performance, NQF5 (8 credits) • NEW Determine selling prices of merchandise for re-sale, NQF5 (8 credits) • NEW Negotiate with suppliers, NQF5 (12 credits) • NEW Determine an organisation's target market, NQF5 (9 credits) • NEW Propose a product range for resale in a wholesale and retail outlet, NQF5 (10 credits) • NEW Research and analyse competitor strategies, NQF5 (12 credits) 	<ul style="list-style-type: none"> • NEW Research and analyse local and international trends, NQF5 (7 credits) • NEW Source suppliers, NQF5 (10 credits) • NEW Buy merchandise for re-sale, NQF5 (15 credits) • NEW Import merchandise for resale, NQF5 (10 credits) • NEW Manage supply of stock through the supply chain, NQF5 (4 credits) • NEW Manage the financial performance of a range of merchandise, NQF5 (15 credits) • NEW Allocate stocks to stores, NQF5 (10 credits) • 120379 Work as a project team member, NQF4 (8 credits) • 115821 Apply business financial practices, NQF5 (4 credits)



Some of our clients

- Exclusive Books
- Mass Discounters (Game/Dions)
- Foschini
- Galaxy Jewellers
- CTM
- Tile Africa
- Expo Liquors
- Relyant
- Ellerines
- BP South Africa
- Vodacom

Skills Programmes

All the unit standards listed under the course structure of the learnership at NQF Level 2, 3, 4 and 5 can be offered as skills programmes. We can also customise the programmes to suit your specific needs.

For a comprehensive list of services
offered by the Edutel Group visit our website at:
www.edutel.co.za



15: Code of Conduct

"Edutel as an organisation realises that when serving its customers through its employees, products and services, it will be confronted with instances where value-based decisions have to be made and judgements required as to what is an ethical business practice or ethically acceptable action. For this reason the management of Edutel wishes to commit the organisation and all its resources to ethically and morally defensible behaviour in all its operations and in all interactions with its constituents at all times."

A.B. Pelsler
Chief Executive Officer

Vision Statement

The company wants to establish itself internationally and in South Africa as a leader in skills development in ways that subscribe to National Skills Initiatives, address the training needs of clients, redress skills imbalances and are mutually beneficial to the company and its clients

Mission Statement

Our mission is to add value to our customers' business by being their most preferred training provider, offering them quality assured training interventions that lead to achieving national qualifications or credits, effectively address skills gaps, are value-adding and achieving all this through exceptional customer satisfaction and long term relationships

Ethics

Attending instructional learning

It is expected of learners who are scheduled to attend formal instructional learning sessions to ensure that they arrive at the designated venues on time, bringing along all relevant materials and associated equipment to ensure that they are well prepared to attend and benefit from the instructional interventions.

Roll-out plans and Training Schedules

Learners must ensure that they have in their possession a copy of their learning schedule (roll-out plan) and that they strictly adhere to the locations, times and dates as set out in these schedules unless otherwise informed in writing by Edutel or any of its authorised constituents of changes made to such schedules. Only changes communicated in writing are considered valid and learners should not adhere to any verbal instructions concerning schedule changes.

Participation in instructional learning

Learners are expected to participate in all activities and discussions taking place during instructional learning sessions. Learners should appreciate these learning opportunities and at all times utilise such learning opportunities to their advantage.



Conduct towards co-learners and facilitators

Learners are expected to respect the dignity of their co-learners and facilitators. Their behaviour towards other learners and facilitators should always be civilised, courteous and supportive. Foul language, disrespect and a discriminatory attitude towards any other learner or facilitator will not be tolerated and will be dealt with in the strictest possible manner.

Dress code

Learners are expected to ensure that their personal appearance and dress code conform to acceptable norms, are not offensive and does not detract from the professional image that is projected by Edutel, co-learners and employer organisations.

Employer relations

Learners should recognise that when attending training interventions under instructions from their employers that, such attendance is treated under the same employment terms and conditions of work as applied by their employers, at their respective places of work. They remain employees of the employer organisation, irrespective of where instructional learning takes place and, as such, they are held accountable to conduct themselves as their employers expect them to behave when at their places of work.

Workplace learning and assessments

Learners are expected to apply themselves as diligent, motivated and productive employees while performing their duties in their workplaces. They should understand that their workplaces are extensions of the instructional learning components and that they must utilise every opportunity at the workplace to apply their learning and, in so doing, develop their knowledge, skills and experience. Learners should actively and positively participate in all assessments and ensure that all assessments are conducted in a fair and just manner.

Assessments and proof of competence

Learners are expected to provide proof of competence through recognised assessment and moderation procedures and instruments. It is expected of learners to fully participate in these activities and to ensure that all evidence submitted as proof of their competence is a true and accurate reflection of their own ability and skills and that no part of any evidence can be claimed to present the efforts of another person in whatever capacity or association with the learner. Learners are expected to demonstrate extreme honesty and integrity in these matters.

Use of facilities

Learners are expected to use all physical facilities, including furniture and equipment, with utmost care and respect and to refrain from any wilful acts of vandalism, abuse or negligence.

Appeals procedure

Learners who are not satisfied with the manner in which their learning efforts have been assessed are required to utilise Edutel's appeals procedure and to refrain from trying to resolve such matters in other ways.



Communication

Learners are encouraged to communicate with Edutel and its employees using recognised channels of communication established for such purposes. These channels include personal contact, written (facsimile, letter or email) or telephonic communication. Learners are expected to resolve any issues with Edutel directly and not to use intermediaries to address such matters.

GRIEVANCE POLICY FOR EDUTEL

Purpose

The purpose of this policy is to formulate the values and philosophy of Edutel when dealing with grievances of its learners.

Objectives

- To establish a fair process for learners to air their grievances.
- To provide a mechanism for dealing with learner grievances in order to protect learner morale and motivation.
- To maintain sound and effective working relationships in the organisation.

Scope

This policy is applicable to all categories of learners attending training interventions offered by Edutel

Policy statements

- All learners may lodge grievances without any fear of victimisation or prejudice.
- All grievances are to be handled with the utmost discretion and with the dignity and privacy of learners in mind.
- Grievances shall be settled as speedily and effectively as possible.
- This policy deals with individuals' grievances and grievances in small groups.
- The Human Resources Manager or his/her delegate acts as advisor to both parties in the grievance investigation.
- The policy does not replace normal communication between learners and Edutel and should therefore be utilised in cases where informal communication has been exhausted or is clearly inappropriate.
- Learners have the right to be assisted by a co-learner of their choice at any stage of the procedure.
- The grievance must be raised within 5 working days of the occurrence that gave rise to it, failing which, unless special circumstances exist, the learner will have no recourse to the grievance procedure.

Revision

This policy to be revised after two years from date of acceptance.

Responsibility

This policy is the responsibility of the Training Quality Assurance Committee of Edutel.



GRIEVANCE PROCEDURE FOR EDUTEL

Phase 1

The learner must orally communicate the grievance directly to the Edutel Project Manager responsible for the particular learning programme. The learner must indicate that he/she is lodging a formal grievance.

The Edutel Project Manager must:

- listen in private to the learner's problem;
- encourage the learner to speak openly about his/her grievance;
- give the learner the assurance that he/she will not be victimized;
- ask relevant questions to obtain all facts relating to the grievance;
- respect the need for confidentiality;
- the Edutel Project Manager must endeavour to resolve the problem as soon as possible and furnish the learner with an answer within three working days from the date that the grievance was raised.

Phase 2

If a learner is not satisfied with the result of the above an official grievance form must be completed and handed to the Edutel Project Manager. This must take place within 3 working days of the Edutel Project Manager informing the learner of the outcome of phase 1.

Upon receipt of the grievance form, the Edutel Project Manager, after consultation with the learner, must communicate the outcome to the learner in writing within three working days for the purpose of solving the grievance.

If the learner's grievance is not settled to his/her satisfaction, the parties will proceed to the next phase.

Phase 3

The grievance form is handed to Edutel's Human Resource Manager who, within 3 days of receiving the form, arranges a grievance investigation, which will involve the following people:

- The learner
- Witnesses (if any)
- Edutel Project Manager
- Human Resource Manager.

During the investigation an effort must be made to settle the grievance and Edutel's Human Resources Manager must comment in writing regarding his/her finding within three working days of the grievance investigation having been completed.

If the learner is not satisfied with the findings of the grievance investigation, the parties proceed to Phase 4.

Phase 4

The learner may make use of any appropriate statutory dispute-settling mechanisms as defined in the Labour Relations Act, unless otherwise agreed upon by the learner and Edutel.

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