

# Retail Learnerships



Automotive Sales  
and Support  
Services NQF 4

Wholesale and Retail  
Operations NQF4





# Further Education and Training Certificate: Automotive Sales and Support Services NQF 4

SAQA ID: 64289 | NQF LEVEL: 4 | CREDITS: 147 | Entry Level Requirement: Grade 12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MERSETA

## Purpose of this Qualification

This qualification aims to provide learners, education and training providers and employers with the standards and the range of learning required to work effectively in various industry sub-sectors as automotive salespersons. The primary skill recognised in this qualification is the ability to apply the fundamental competencies of automotive sales concerning recognising and responding to prospective clients within identified functional areas of sales.

## Possible Careers on Completion

Qualifying learners could follow a career in:

- Car sales representative
- Service advisor
- Dealer principle

## Exit Level Outcomes

On achieving this qualification, the learner will be able to:

- Plan quarterly sales
- Perform vehicle sales
- Apply client service standards for client satisfaction

## Modules and Courses

### Module 1: Mathematical Literacy

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Represent, analyse and calculate shape and motion in 2 and 3-dimensional space in different contexts
- Statistics and probability to critically interrogate and effectively communicate findings on problems

## Module 2: Communications

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of texts
- Use language and communication in occupational learning programmes
- Write/present/sign for a wide range of contexts

## Module 3: Customer Service

- Advise customers to optimise choice and benefits
- Apply the skills of customer care in a specific work environment
- Conduct sales and support services

## Module 4: Sales

- Identify customers and generate selling opportunities
- Sell products to corporate fleet owners

## Module 5: Personal Development and Internal Relationships

- Evaluate personal sales performance in the retail industry
- Demonstrate knowledge and application of ethical conduct in a business environment
- Describe the interaction with internal departments and external sales support structures

\*One of the following modules must be completed

## Modules and Course Electives

### Servicing Elective

- Process vehicle service or repair requests
- Handover a serviced vehicle
- Make appointments and control flow of customer vehicles
- Control workflow in an automotive service environment

## Parts Elective

- Maintain stock in the automotive sales retail industry
- Demonstrate automotive vehicle product knowledge
- Processing of automotive orders and payments
- Procure and buy stock in a specific retail industry

## Commercial Elective

- Prepare and deliver a purchased vehicle to a customer
- Merchandise and display products, services and related goods
- Present and demonstrate the features, advantages and benefits of a vehicle
- Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts a specific financial services sub-sector
- Specify heavy vehicles options and add-on products

## Passenger Elective

- Prepare and deliver a purchased vehicle to a customer
- Merchandise and display products, services and related goods
- Present and demonstrate the features, advantages and benefits of a vehicle
- Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts a specific financial services sub-sector
- Appraise and evaluate used vehicles

# Wholesale and Retail Operations NQF3

SAQA ID: 64209 | NQF LEVEL: 3 | CREDITS: 120 | Entry Level Requirement: Grade 10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: W&R SETA

## Purpose of this Qualification

This qualification will provide the W&R sector with personnel that can perform the operational functions to industry standards, optimise productivity and improve service levels.

## Possible Careers on Completion

**Qualifying learners could follow a career in:**

- Sellers: Sales Persons and Assistants, Representatives
- Cashiers
- General and Finance Administrators
- Trade Union Officials
- Merchandisers
- Checkout Operators and Office Cash Clerks
- General Clerks

## Exit Level Outcomes

**On achieving this qualification, the learner will be able to:**

- Ensure a positive customer experience in a wholesale and retail business unit
- Explain how employees can influence the objectives of a wholesale and retail business unit
- Administer the movement of stock into and from a wholesale and retail operational unit
- Cash-up point of sale and deposit unit takings
- Control credit accounts in a wholesale and retail environment
- Provide a sales service to customers of a retail unit
- Provide a sales service to customers of a wholesale unit
- Enhance the sale and preparation of perishable foods
- Advise on and promote a range of cosmetics
- Display merchandise visually
- Supervise forecourt personnel

## Modules and Course Electives

### Module 1: Work and Career Orientation

- Motivate and build a team
- Investigate life and work-related problems using data and probabilities

### Module 2: Communication

- Communicate assertively with clients and fellow workers
- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts

### Module 3: Mathematical Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues

### Module 4: Fundamentals of Wholesale and Retail

- Define the core concepts of the wholesale and retail environment
- Explain the factors that impact the bottom line of a Wholesale and Retail unit

### Module 5: Operate in a Wholesale and Retail Environment

- Apply theft, fraud and safety controls in a Wholesale and Retail outlet
- Build customer relations in an operational unit
- Sell products to customers in a wholesale and retail outlet
- Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment
- Replenish stock in a retail business





# Registered Skills Provider for:

MICT SETA

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W&RSETA

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