NQF Level 3 | W&R SETA

Dispatching and Receiving Clerk

Learn to receive, check, record, store and dispatch goods accurately and safely in a warehouse, distribution centre or logistics environment. Build practical stock control skills for the wholesale, retail and supply chain industry.

34	4	NQF 3
Credits	Modules	Level



Qualification Overview

The Occupational Certificate: Dispatching and Receiving Clerk equips learners with the knowledge and practical skills required to manage the dispatching and receiving of goods within a warehouse, distribution centre, or logistics environment. The qualification focuses on the effective handling, checking, recording, storing, and movement of stock to ensure that goods are received and dispatched accurately, safely, and efficiently.

Learners develop competencies in stock control, inventory management, order processing, documentation, and the coordination of incoming and outgoing deliveries. The programme also develops an understanding of workplace health and safety procedures, quality control, and the importance of maintaining accurate records throughout the supply chain.

Upon completion, learners will be prepared to perform dispatching and receiving duties, contribute to efficient warehouse operations, and support the smooth movement of goods within the logistics and supply chain industry.

Core Modules

Module 1: Introduction to the Receiving and Dispatching Environment (4 Credits)

- The receiving and dispatch environment

Module 2: Receiving Stock (14 Credits)

- Principles of receiving and checking deliveries
- Receive stock
- Processes and procedures for receiving stock

Module 3: Dispatching Stock (11 Credits)

- Principles of dispatching stock
- Prepare items for dispatch
- Processes and procedures for dispatching stock

Module 4: Prevent Losses (5 Credits)

- Concepts of shrinkage and losses
- Prevent shrinkage and losses

Minimum Requirements

- An NQF Level 2 qualification.
- Recognition of Prior Learning (RPL) may be used to meet the access requirements.

Qualification Details

SETA	**W&R SETA**

NQF Level	**Level 3**
Credits	**34 Credits**
Qualification Type	**Occupational Certificate**
SAQA ID	**99446**
Last Day of Enrollment:	**30 December 2026**
Last Date for Achievement:	**30 December 2029**

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Career Opportunities

- Dispatching Clerk
- Receiving Clerk
- Warehouse Assistant
- Stock Control Clerk
- Inventory Clerk
- Goods Receiving Assistant
- Distribution Clerk
- Logistics Assistant
- Stores Assistant
- Warehouse Operations Assistant

Related Qualifications

Explore other W&R SETA qualifications

NQF Level 2
Store Person

NQF Level 3
Sales Assistant

NQF Level 3
Visual Merchandiser

Ready to Start Your Logistics Career?

Join our Dispatching and Receiving Clerk qualification and develop the practical skills needed for a career in warehousing, distribution and logistics.

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