

Occupational Certificate: Retail Chain Store Manager NQF 5



^ PURPOSE

The Occupational Certificate: Retail Manager equips learners with comprehensive management skills for retail chain store operations. This qualification is designed for individuals seeking to advance into retail management positions or enhance their current management capabilities.

Students will gain expertise in leadership, stakeholder relations, operations management, service standards, sales and marketing, financial management, and asset and stock management, preparing them for successful careers in retail chain store management.

^ COURSE CONTENT

Module 1: Leadership

- Concepts and principles of leading teams in a retail chain store environment
- Maintain effective retail chain store stakeholder relations
- Processes and procedures for leading teams in a retail chain store environment
- Processes and procedures for maintaining effective retail chain store stakeholder relations

Module 2: Operations Management

- Concept and principles of retail operations management
- Concept and principles of communication in retail
- Concept and principles of managing service standards of a retail chain store
- Manage retail chain store employee performance
- Manage retail chain store operational processes
- Manage retail chain store service standards
- Propose improvements to a retail chain store's range and layout
- Processes and procedures for planning and implementing retail chain store operations
- Processes and procedures for managing retail chain store service standards

Module 3: Financial Management

- Concept and principles of improving the financial performance of a retail chain store
- Implement plans to improve a retail chain store's financial performance
- Processes and procedures for working on a forecourt
- Processes and procedures for improving the retail chain store's bottom line

Module 4: Sales and Marketing

- Concept and principles of implementing promotional activities in a retail chain store
- Implement plans to improve sales in a retail chain store
- Processes and procedures for managing sales and promotional activities
- Processes and procedures for improving the retail chain store's bottom line

Module 5: Asset and Stock Management



- Concepts and principles of stock control in a retail chain store
- Manage stock control in a retail chain store
- Manage risk and maintain assets in a retail chain store
- Processes and procedures for managing stock levels and influencing store range and layout
- Processes and procedures for managing risk and maintaining assets in a retail chain store

DELIVERY

- Duration: 12 Months
- Delivery: Classroom/Online/Blended

^ENTRY LEVEL REQUIREMENTS

- National Senior Certificate (NSC) or National Vocational Certificate (NCV) at NQF level 4

^CAREER POSSIBILITIES

- Retail Chain Store Manager

^ACCREDITATION

- Occupational Certificate: Retail Chain Store Manager NQF 5
- Accreditation: QCTO
- SAQA ID:103150
- NQF Level: 5
- Credits: 106
- Duration: 12 Months

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