

Occupational Certificate: Retail Supervisor NQF 4

^ PURPOSE

The Occupational Certificate: Retail Supervisor provides comprehensive knowledge and skills for supervisory roles in retail and wholesale environments. This qualification is designed for individuals seeking leadership positions in retail operations, team management, and customer service enhancement.

Students will gain advanced skills in team supervision, performance monitoring, operations management, customer relationship management, and complaints resolution while developing essential leadership competencies for the retail industry.

^ COURSE CONTENT

Module 1: Team Supervision

- Concepts and principles of supervising wholesale or retail staff
- Supervise retail or wholesale staff
- Supervise operations

Module 2: Monitoring and Evaluation

- Concepts and principles of monitoring and improving performance
- Monitor and control the work performance of a team

Module 3: Implementation and Maintenance

- Concepts and principles for the implementation and maintenance of retail or wholesale operations
- Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet

Module 4: Customer Relationship Management

- Concepts and principles of enhancing customer service
- Supervise service to internal and external retail and wholesale customers
- Processes and procedures for enhancing customer service in a wholesale or retail outlet

Module 5: Complaints Management

- Resolve queries and complaints from internal and external retail and wholesale customers

DELIVERY

- Duration: 12 Months
- Delivery: Classroom/online/blended

^ ENTRY LEVEL REQUIREMENTS

- Mathematical Literacy at NQF Level 4
- Communication at NQF Level 4

^ CAREER POSSIBILITIES

- Store manager
- Area or regional manager
- Merchandising manager
- Customer service manager
- Sales manager

^ ACCREDITATION

- Occupational Certificate: Retail Supervisor
- Accreditation: QCTO
- SAQA ID: 99573
- NQF Level: 4
- Credits: 100
- Duration: 12 Months

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