

Wholesale and Retail Operations NQF Level 3



▲ PURPOSE

This qualification fills a critical gap in the learning pathway for Wholesale and Retail practitioners, providing essential operational skills required in the industry. It develops competent personnel who can perform operational functions to industry standards in areas including:

- Ordering stock
- Receiving and dispatching
- Stock control
- Cash control

▲ COURSE CONTENT

FUNDAMENTAL UNIT STANDARDS

- Accommodate audience and context needs in oral/signed communication
- Demonstrate an understanding of the use of different number bases and measurement units
- Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space
- Interpret and use information from texts
- Investigate life and work-related problems using data and probabilities
- Use language and communication in occupational learning programmes
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues
- Write/present/sign texts for a range of communicative contexts

CORE UNIT STANDARDS

- Define the core concepts of the wholesale and retail environment
- Apply theft, fraud, and safety controls in a Wholesale and Retail outlet
- Build customer relations in an operational unit
- Explain the factors that impact on the bottom line of a Wholesale and Retail unit

ELECTIVE UNIT STANDARDS

- Learners must select 46 credits from the following elective options, allowing for specialisation in areas such as:
- Stock Control
- Cash Control
- Credit Control
- Retail Sales
- Wholesale Sales
- Perishable Foods Sales
- Cosmetics
- Visual Merchandising
- Forecourt Supervision

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- Selected Elective Options Include:
- Stock Control & Operations:
 - Break bulk, pack and label stock
 - Count stock for a stock-take
 - Operate a computer in a Wholesale/Retail outlet
- Cash & Transaction Processing:
 - Explain the processing of transactions in a wholesale and retail outlet
 - Administer and control the organisation's deposits and floats
 - Administer day-end cashing up procedures
- Customer Service & Sales:
 - Pack customer purchases at point of sales
 - Address customer queries in a wholesale environment
 - Address customer requests and queries in a Distribution Centre
 - Implement promotional instructions

DELIVERY

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

^ ENTRY LEVEL REQUIREMENTS

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

^ CAREER POSSIBILITIES

- Sales Assistant
- Cashier
- Stock Controller
- Merchandiser
- Receiving Clerk

^ ACCREDITATION

- Occupational Certificate: Wholesale and Retail Operations
- Accreditation: QCTO
- SAQA ID: 63409
- NQF Level: 3
- Credits: 120
- Duration: 12 Months

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