

National Certificate: Wholesale and Retail Operations Supervision

NQF Level: 4 SAQA ID: 49397 Minimum Credits: 120

Overview:

The **National Certificate: Wholesale and Retail Operations Supervision** is designed to develop the supervisory and leadership skills needed to effectively manage retail and wholesale operations. This qualification prepares learners to oversee staff performance, maintain operational standards, monitor stock and financial controls, and ensure customer satisfaction within a retail or wholesale environment.

Learners will gain both the technical and interpersonal skills required to coordinate teams, drive sales performance, manage resources, and uphold health, safety, and compliance standards. The qualification serves as a bridge between frontline retail roles and management-level positions, making it ideal for experienced retail staff seeking career advancement.

A qualified learner will be able to:

- Supervise retail or wholesale operations to meet organizational targets.
 - Lead and support a retail team to achieve productivity and service goals.
 - Manage stock, financial transactions, and loss prevention activities.
 - Implement operational policies, safety procedures, and quality standards.
 - Handle customer relations and resolve operational challenges effectively.
 - Contribute to business improvement and efficiency initiatives.
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What is a National Certificate?

A **National Certificate** is a nationally recognized qualification registered on the **National Qualifications Framework (NQF)** that develops both foundational and applied skills. It enables learners to perform specific job functions effectively while creating opportunities for further education and career progression within the same industry.

Pricing and Payment Options (Indicative — may vary by provider)



Cash Price	Installment Price	Deposit	12-Month Installments
R20,500.00	R23,000.00	R2,000.00	R1,750.00

Admission Requirements:

- National Certificate: Wholesale and Retail Operations (NQF Level 3) or equivalent qualification.
- Communication and Mathematical Literacy at NQF Level 3.
- Basic computer literacy.
- Recognition of Prior Learning (RPL) applicable for candidates with supervisory or team leader experience.

Learning Method:

- Blended learning approach (classroom sessions, online learning, and workplace-based projects).
- Practical activities simulating real retail supervision scenarios.
- Continuous assessment through assignments, projects, and performance evaluations.
- Portfolio of Evidence (POE) and integrated summative assessment.

Duration:

- **12 to 18 Months**, depending on study mode and learner progression.

Career Opportunities:

Entry-Level Roles

- Team Leader
- Supervisor
- Section Head
- Department Coordinator

Mid-Level Roles (with experience)

- Floor Manager
- Assistant Store Manager
- Stock Control Supervisor
- Sales or Service Team Leader

Senior Roles (with further study)

- Store Manager
 - Branch Operations Manager
 - Area Manager
 - Retail Operations Executive
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Articulation Options:

Horizontal Articulation:

- National Certificate: Wholesale and Retail Distribution (NQF Level 4)
- National Certificate: Retail Operations Management (NQF Level 4)

Vertical Articulation:

- Occupational Certificate: Retail Store Manager (NQF Level 5)
 - Diploma in Retail Management (NQF Level 6)
 - Advanced Diploma in Business or Retail Management (NQF Level 7)
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Curriculum Breakdown (Minimum 120 Credits)

Fundamental Components (36 Credits)

1. Communication in the workplace (in two South African languages) – Level 4
2. Mathematical Literacy for retail operations – Level 4

Core Components (64 Credits)

1. Supervise retail or wholesale staff to ensure operational efficiency.
2. Manage stock levels, shrinkage, and inventory control.
3. Monitor and report on sales and financial performance.
4. Implement workplace safety, health, and environmental standards.
5. Apply company policies, ethics, and compliance procedures.
6. Support staff development, motivation, and performance management.
7. Handle customer service escalations and resolve issues.
8. Promote teamwork and maintain effective communication across departments.

Elective Components (20 Credits)

(Learners select electives based on area of specialization, such as sales, merchandising, or logistics.)

Examples include:

- Implement promotional and merchandising strategies.
 - Coordinate receiving and dispatch operations.
 - Support loss prevention and security processes.
 - Manage financial and administrative controls.
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Learning Outcomes Summary:

Upon successful completion, learners will be able to:

- Supervise retail and wholesale teams to meet operational objectives.
 - Monitor and maintain stock control, sales, and financial procedures.
 - Apply problem-solving and decision-making in a dynamic retail context.
 - Ensure compliance with safety, ethical, and organizational standards.
 - Deliver customer service excellence and manage escalations professionally.
 - Support employee growth through coaching and performance monitoring.
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Qualification Benefits:

- Nationally recognized **NQF Level 4** qualification registered with SAQA.
 - Strengthens leadership and management capability within retail environments.
 - Builds essential skills for supervising and coordinating retail operations.
 - Aligns with **Wholesale and Retail SETA (W&RSETA)** industry standards.
 - Enhances career progression from operational to management roles.
 - Provides a foundation for continued studies in retail and business management.
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