

## **National Certificate: Wholesale and Retail Operations**

**NQF Level: 3**

**SAQA ID: 58206     Minimum Credits: 120**

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### **Overview:**

The **National Certificate: Wholesale and Retail Operations** is designed to equip learners with the essential skills, knowledge, and practical experience required to perform effectively in the wholesale and retail industry. This qualification provides a strong foundation for understanding store operations, customer service, merchandising, stock control, and sales within a dynamic retail environment.

Learners will develop competencies that enable them to support operational efficiency, contribute to customer satisfaction, and uphold organizational standards of service and professionalism. The qualification is ideal for individuals starting their careers in retail or seeking formal recognition for existing experience in the industry.

A qualified learner will be able to:

- Perform general retail and wholesale operational duties effectively.
  - Provide high-quality customer service and product support.
  - Apply merchandising and display techniques to enhance sales.
  - Handle stock, inventory, and point-of-sale transactions accurately.
  - Apply workplace safety, hygiene, and ethical standards.
  - Work effectively as part of a team within a retail environment.
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### **What is a National Certificate?**

A **National Certificate** is a nationally recognized qualification registered on the **National Qualifications Framework (NQF)**. It focuses on developing foundational, practical, and work-related skills that enable learners to perform job-specific functions effectively while preparing for further education and training within the same career path.

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

<b>Cash Price</b>	<b>Installment Price</b>	<b>Deposit</b>	<b>12-Month Installments</b>
R18,500.00	R20,500.00	R2,000.00	R1,542.00
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**Admission Requirements:**

- NQF Level 2 qualification or equivalent.
  - Communication and Mathematical Literacy at NQF Level 2 or above.
  - Basic computer literacy advantageous but not required.
  - Recognition of Prior Learning (RPL) applicable for individuals with relevant retail experience.
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**Learning Method:**

- Blended learning approach (instructor-led training, online study, and workplace-based practice).
  - Hands-on retail simulations and case studies.
  - Continuous assessments, assignments, and practical demonstrations.
  - Portfolio of Evidence (POE) and final integrated summative assessment.
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**Duration:**

- **9 to 12 Months**, depending on learner progress and study mode.
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**Career Opportunities:**

**Entry-Level Roles**

- Shop Assistant
- Sales Consultant
- Cashier
- Merchandising Assistant
- Shelf Packer

**Mid-Level Roles (with experience)**

- Department Supervisor
- Stock Controller
- Receiving Clerk
- Customer Service Representative

**Senior Roles (with further study)**

- Store Supervisor
  - Assistant Store Manager
  - Retail Buyer
  - Store Operations Manager
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**Articulation Options:**

**Horizontal Articulation:**

- National Certificate: Retail Operations Supervision (NQF Level 3)
- National Certificate: Wholesale and Retail Distribution (NQF Level 3)

**Vertical Articulation:**

- Further Education and Training Certificate: Wholesale and Retail Operations Supervision (NQF Level 4)
  - National Certificate: Wholesale and Retail Management (NQF Level 5)
  - Occupational Certificate: Retail Store Manager (NQF Level 5)
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**Curriculum Breakdown (Minimum 120 Credits)**

**Fundamental Components (36 Credits)**

1. Communication in the workplace (in two South African languages) – Level 3
2. Mathematical Literacy for retail operations – Level 3

**Core Components (66 Credits)**

1. Apply wholesale and retail industry principles and procedures.
2. Process point-of-sale (POS) transactions accurately and efficiently.
3. Handle, store, and display merchandise according to organizational standards.
4. Implement stock control and inventory management procedures.
5. Maintain hygiene, housekeeping, and safety standards.
6. Apply customer service principles and resolve customer complaints.
7. Monitor and maintain store equipment and promotional displays.
8. Apply ethical behavior, teamwork, and professional conduct in the workplace.

**Elective Components (18 Credits)**

(Learners choose electives based on specialization area, e.g., sales, receiving, or merchandising.)

Examples include:

- Perform stock counts and replenishment.
  - Support promotional activities.
  - Process customer orders and returns.
  - Assist in loss prevention and shrinkage control.
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### **Learning Outcomes Summary:**

Upon successful completion, learners will be able to:

- Conduct retail and wholesale activities in accordance with company and industry standards.
  - Deliver professional customer service and maintain positive client relationships.
  - Manage stock effectively to ensure product availability and minimize losses.
  - Operate point-of-sale and other store systems accurately.
  - Apply health, safety, and hygiene standards in the workplace.
  - Contribute to the effective functioning of a retail team.
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### **Qualification Benefits:**

- Nationally recognized **NQF Level 3** qualification registered with SAQA.
  - Provides foundational retail and operational skills applicable across wholesale and retail sectors.
  - Enhances employability for new entrants into the retail industry.
  - Aligns with **Wholesale and Retail SETA (W&RSETA)** industry standards.
  - Offers career progression pathways to supervisory and management roles.
  - Develops essential soft skills such as communication, teamwork, and customer engagement.
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