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NATIONAL CERTIFICATE:
WHOLESALE AND RETAIL OPERATIONS LEVEL 2
(SAQA reg. 58206)



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1. PURPOSE

The National Certificate Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will be to access opportunities for further development and training in the specialised areas of Wholesale and Retail such as:

- Operations
- Administration
- Merchandising
- Stock control
- Customer service
- Visual display merchandising
- Help desk operations

After successful completion of this Qualifications learners will be able to:

- Understand the sector in which they work
- Provide customers with a high level of service
- Operate effectively and efficiently in their area of specialization

This Qualification has been developed to allow people within the industry to advance in an area of specialization or to move into other areas of specialization in the sector.

2.RATIONALE FOR THE QUALIFICATION

The Wholesale and Retail Environment buys and sells a wide range of products and stock Form manufacturers to the end user/consumer. Throughout this process a number of people perform a variety of functions. These functions can vary according to the size and type of organization.

Each of these functions may in its own right lead to a whole career in the industry. These functions include:

- Help Desk operating
- Sales staff
- Merchandising
- Warehousing
- Wholesaling
- Buying/purchasing
- Administration
- Credit management
- Management

This Industry is characterized by a wide variety of organizations from very small Wholesale and Retail Operators to major national and international chain corporations. These include:

- Spaza/house shops
- Independent stores
- Chain stores
- Small and Large wholesalers
- Franchisers
- Distribution Centres
- Telemarketing organizations
- External contractors

The industry is labour intensive and service driven. The sector requires specific skills and abilities in order to remain profitable thereby increasing growth and job opportunities. This Qualification is aimed at individuals entering the sector for the first time, informal/business owners as well as individuals working in entry level occupations in the sector.



This Qualification is designed to provide the skills and abilities for people working in or looking for a career-path in Wholesale and Retailing:

- SME Retailing
- Help Desks
- Chain stores
- Merchandising
- Wholesaling

3. LEARNER ACCESS:

It is assumed that learners accessing this Qualification are competent in:

- Communication at NQF Level 1
- Mathematical Literacy at NQF Level 1

4. QUALIFICATION RULES

This Qualification is made up of Fundamental, Core and Elective Unit Standards and a minimum of 120 Credits is required to complete the Qualification.

Fundamental component:

All Unit Standards totalling 36 credits are compulsory.

Core Component:

All Unit Standards totalling 23 credits are compulsory.

Elective Component:

For the elective component, the qualifying learner must achieve a minimum of 61 credits by:

- Choosing one area of specialization and complete all the Unit Standards listed in the specialization
- Choosing additional Unit Standards from the remainder of the electives to make up a total of 61 credits for the elective component

The following clusters for specialization are included in the Qualification:

Chain Store Operations:

- 114894: Process payment at a Point of Sales, Level 2, 10 Credits
- 114889: Record transactions. Level 2, 8 Credits
- 114906: Mark merchandise and maintain displays. Level 2, 10 Credits
- 114891: Count stock for a stock-take. Level 2, 5 Credits
- 114912: Maintain a safe and secure Wholesale and Retail Environment. Level 2, 10 Credits

Sme Operations:



Description of the modules, learning objectives and their relationship to the Unit Standards

Module 1: Numeracy 1

Unit Standards: Apply basic knowledge of statistics and probability to influence the use of data (9009); Use mathematics to investigate and monitor the financial aspects of personal (7469).

- Data, statistics
- Budgeting

Module 2: Core concepts

Unit Standards: Define the core concepts of the Wholesale and Retail Environment (114895); Complete basic business calculations (117887).

- Core concepts of the Wholesale and Retail Environment
- Business finance basics

Module 3: Numeracy 2

Unit Standards: Demonstrate an understanding of rational and irrational numbers and number systems (7480); Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional figures (9008); Work with a range of patterns and functions and solve problems (9007).

- Arithmetic basics
- Shapes
- Patterns and problem solving

Module 4: Customer care

Unit Standards: Behave in a professional manner in a business environment (14359); Interact with customers (114903).

- Behave in a professional manner
- Interact with customers

Module 5: Communication

Unit Standards: Access and use information from texts (119463); Maintain and adapt oral communication (119454); Use language and communication in occupational learning programs (119460); Write for a defined context (119456).

- Access and use information from texts
- Maintain and adapt oral communication
- Use language and communication in occupational learning programs
- Write for a defined context

Module 6: Work management

Unit Standards: Manage time and work processes within a business environment (14342); Maintain a safe and secure (114912).

- Manage time
- Maintain Safe and secure Wholesale and Retail Environment

Module 7: Merchandising

Unit Standards: Mark merchandise and maintain displays (114906); Implement promotional displays (114904).

- Mark merchandise and maintain displays
- Implement promotional displays

Module 8: Stock receiving

Unit Standards:

- Receive stock in a DC/warehouse
- Move, pack and maintain stock in a DC/Warehouse
- Maintain stock balances in a DC/Warehouse

Module 9: Stock**Unit Standards:**

- Pick stock in a DC/warehouse
- Count stock for a stock-take

Module 10: Cashier**Unit Standards:** Process payment at a Point of Sales (POS) (114894); Record transactions (114889)

- Cashier/stock controller: Process payment at a Point of Sales(POS)
- Record transactions

Description of assessment of competencies per learning outcome (per module)						
	Module Name	US #	Unit Standards Title	Level	Core/ Fundamental/ Elective	Credit
1	Numeracy 1 (Budget)	9009	Apply basic knowledge of statistics and probability to influence the use of data	2	Fundamental	3
		7469	Use mathematics to investigate and monitor the financial aspects of personal	2	Fundamental	2
2	Core Concepts	114895	Define the core concepts of the Wholesale and Retail Environment	2	Core	10
		117887	Complete basic business calculations	2	Core	5
3	Numeracy 2	7480	Demonstrate an understanding of rational and irrational numbers and number systems	2	Fundamental	3
		9008	Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional figures	2	Fundamental	3
		9007	Work with a range of patterns and functions and solve problems	2	Fundamental	5
4	Customer Care	14359	Behave in a professional manner in a business environment	2	Elective	5
		114903	Interact with customers	2	Core	8
5	Communication	119463	Access and use information from texts	2	Fundamental	5
		119454	Maintain and adapt oral communication	2	Fundamental	5
		119460	Use language and communication in occupational learning programs	2	Fundamental	5
		119456	Write for a defined context	2	Fundamental	5
6	Work Management	14342	Manage time and work processes within a business environment	2	Elective	4
		114912	Maintain a safe and secure Wholesale and Retail Environment	2	Elective	10
7	Merchandising	114906	Mark merchandise and maintain displays	2	Elective	10
		114904	Implement promotional displays	2	Elective	6
8	Cashier	114894	Process payment at a Point of Sales (POS)	2	Elective	10
		114889	Record transactions	2	Elective	8
9	Stock	117899	Pick stock in a DC/warehouse	2	Elective	12
		114891	Count stock for a stock-take	2	Elective	5

Visit www.siyayaskills.co.za for any further information
or contact us directly on 0861 00 99 04.

Level 1 B-BBEE Company