



Course Information

**National Certificate: Wholesale and Retail Operations
Supervision
NQF Level 4**

National Certificate: Occupationally Directed Education Training and Development Practices .

SAQA ID	49397
Level	4
Credits	120
Duration	1 year

This qualification is a further step in a learning pathway that underpins a career in the Wholesale and Retail arena, and helps the progression for a career path within an organisation. This qualification is rooted in actual practice and the learner is expected to be part of a public or private organisation and/or company operating in the area.

The Certificate will form part of a learning pathway that currently stretches from NQF Levels 2 to 5. This pathway will culminate in a qualification at NQF Level 5 with the prospect of a management position within an organisation.

Course Expectation

This is a *learnership*, and therefore has a theory and workplace component.

- Learners are expected to complete the theory at the training provider.
- The workplace component must be complete at a recognised workplace.
- The activities at the workplace will be determined by the workplace tasks that need to be completed.

Training Provider

Workplace

Selection of Workplace

Learners are required to ensure that they have secured a workplace. Whilst IQ supports learners in this endeavour, it is the learners responsibility.

The workplace selected must be in line with the course undertaken.

Learners will be provided with a pack that includes:

- Letter of request for placement
- Placement guidelines for Employer organisations



Your course comprises of the following:

- Complete Learner orientation on the programme expectations.
- Mentor guidelines for the workplace mentors.
- Work integrated guidelines for the workplace.
- Learner orientation guide.
- Process meetings map with employers and mentors.
- Training plan including the schedule of assessments
- Process map for the qualification.
- Learner guides, workbooks and log books
- E-learning lessons/ PC Tablet (with audio voice lessons)
- Training videos to support lessons showing practical applications

Assessment

Assessments are an important part of your learning as it serves as a measure to identify if you have achieved the competencies required in this course.

Various assessment methods are used during the course of your programme. All these are collated into a Portfolio of Evidence which is used for the final summative assessment. Each module of your study will have an assessment of some form.

The workplace is assessed through a logbook. This comprises a list of tasks which needs to be completed and signed off by your workplace mentor.

Delivery Modality

The delivery modality is flexible and designed according to the needs of the client.

The following are some of the options:

Option 1

- Lessons are presented on a PC Tablet. These are recorded.
- All the learner guides and workbooks are on the PC Tablet.

Option 2

- E-learning. Lessons are on the e-learning platform and learners progress through them.

Option 3

Face to face tuition according to a training plan.

Company inductions ✓

Better tracking ✓

Convenience ✓

Learner control ✓

Use of dead time ✓

Suits: learning styles ✓

Social learning ✓

Easy evidence ✓

Learner confidence ✓

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Mobile Learning for the
workplace. Are you ready?

Programme Modules

	Unit Standard ID	Unit Standard Title	Level	Credits
Core	118028	Supervise customer service standards	4	8
Core	118029	Supervise housekeeping and hygiene in a store	4	6
Core	118045	Supervise implementation of loss control measures	4	8
Core	118037	Supervise sales performance	4	8
Core	118043	Supervise stock counts	4	8
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation`s standards	3	6
Core	13947	Motivate a team	4	6
Fundamental	8968	Accommodate audience and context needs in oral communication	3	5
Fundamental	8969	Interpret and use information from texts	3	5
Fundamental	8970	Write texts for a range of communicative contexts	3	5
Fundamental	12155	Apply comprehension skills to engage written texts in a business environment	4	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6

Fundamental	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
Fundamental	8975	Read analyse and respond to a variety of texts	4	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Fundamental	8976	Write for a wide range of contexts	4	5
Fundamental	9302	Access information in order to respond to client enquiries in a financial services environment	3	2
Fundamental	9303	Communicate verbally with clients in a financial environment	3	3
Elective	13914	Conduct a formal meeting	3	3
Elective	13941	Apply the budget function in a business unit	4	5
Elective	14667	Describe and apply the management functions of an organization	4	10
Elective	13951	Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	4	4
Elective	13952	Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit	4	8