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SOUTH AFRICAN QUALIFICATIONS AUTHORITY
REGISTERED QUALIFICATION THAT HAS PASSED THE END DATE:

National Certificate: Wholesale and Retail Operations

SAQA QUAL ID		QUALIFICATION TITLE		
63409		National Certificate: Wholesale and Retail Operations		
ORIGINATOR				
SGB Retail and Wholesale				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
W&RSETA - Wholesale & Retail Sector Education and Training Authority			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD		SUBFIELD	
National Certificate	Field 11 - Services		Wholesale and Retail	
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	120	Level 3	NQF Level 03	Regular-Unit Stds Based
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Passed the End Date - Status was "Reregistered"		SAQA 06120/18	2018-07-01	2023-06-30
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2026-06-30		2029-06-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This qualification replaces:

Qual ID	Qualification Title	Pre-2009 NQF Level	NQF Level	Min Credits	Replacement Status
48764	National Certificate: Wholesale and Retail Sales Practice	Level 3	NQF Level 03	131	Complete
49396	National Certificate: Wholesale and Retail Credit Control	Level 4	NQF Level 04	125	Complete
49792	National Certificate: Retail Perishable Food	Level 3	NQF Level 03	120	Complete

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

This qualification will serve to link the NQF Level 2 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management. The current gap in the learning pathway for Wholesale and Retail (W and R) practitioners will be filled by this qualification. It will serve as the second in the Wholesale and Retail Operations learning pathway and provide a basis for further learning. While the qualifying learners will experience personal growth and development, workplace succession planning will be more readily achieved.

The operational process includes; ordering stock, receiving, dispatching, stock control, cash control, sales and marketing and displaying, responsible credit promotion, perishable foods preparation, sales and display and the running of an informal small business.

This qualification will serve to provide the W and R sector with personnel that can perform the operation functions to

industry standards, optimise productivity and improve service levels. The qualifying learner will undergo personal development that will contribute to social and economic development.

The learner assessed as competent against this qualification will be able to:

- Ensure a positive customer experience in a W and R business unit.
- Explain how employees can influence the objectives of a W and R business unit.

Rationale:

The scarce and critical skills list compiled by the South African Department of Labour includes many of the competencies in this qualification. The occupations associated with these competencies are listed as:

- Sellers: Sales Persons and Assistants, Representatives.
- Cashiers.
- General and Finance Administrators.
- Trade Union Officials.
- Merchandisers.
- Checkout Operators and Office Cash Clerks.
- General Clerks.

This qualification provides a planned combination of learning outcomes that will equip qualifying learners with the knowledge and applied competence in wholesale and retail operations and a basis for further learning. It provides a formal route to acquiring the operations skills and will provide recognition of experiential learning in the sector.

This is one of the fastest growing industries in SA with the emergence of the informal sector. Previous restrictions (legislation) are no longer an obstacle to industry development. It is one of the largest contributors to the GDP and there is regional strength of the sector in the SADC region.

This qualification will serve to further develop learners who have achieved the NQF Level 2: National Certificate: Wholesale and Retail Operations. It will also serve new-comers to the operations function, school leavers and the currently unemployed. It will enhance career development for learners that have previous experience in operations.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

It would be desirable for learners wishing to access this Qualification to be competent at:

- Communication at NQF Level 2.
- Mathematical Literacy at NQF Level 2.

Recognition of Prior Learning:

This Qualification and the entire fundamental, core and elective Unit Standards associated with it can be achieved by any learner through the recognition of prior learning, which includes learning outcomes achieved through formal, informal and non-formal learning and work experience. The qualification can be obtained in part through the recognition of prior learning.

Access to the Qualification:

There is open access to this Qualification.

RECOGNISE PREVIOUS LEARNING?

Y

QUALIFICATION RULES

The qualifying learner will achieve this Qualification by complying with the following rules of combination:

- All fundamental unit standards totalling 36 credits are compulsory.
- All core unit standards totalling 38 credits are compulsory.
- For the elective component, the qualifying learner must achieve a minimum of 46 credits by:
 - > Choosing one area of specialisation and complete all the unit standards listed in the specialisation.
 - > Choosing additional unit standards from the general elective component or any of the other areas of specialisation to make up a total of 46 credits for the elective component.

The specialisation areas are:

Stock Control:

The learner must make a choice between stock control in a retail/wholesale outlet and stock control in a distribution centre and complete the appropriate compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

Stock control in a retail/wholesale outlet:

- ID 114896: Receive stock; NQF Level 3; 12 Credits.
- ID 114892: Dispatch stock; NQF Level 3; 10 Credits.
- ID 114891: Count stock for a stock take; NQF Level 2; 5 Credits.

Stock control in a distribution centre:

- ID 117901: Receive stock in a DC/Warehouse, NQF Level 3; 15 Credits.
- ID 117891: Dispatch stock from a DC, NQF Level 3; 12 credits.
- ID 117897: Maintain stock balances, NQF Level 3; 8 credits.

Or:

Cash Control:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

- ID 258157: Explain the processing of transactions in a wholesale and retail outlet; Level 2; 6 Credits.
- ID 114905: Administer day-end cashing up procedures; Level 3; 8 Credits.
- ID 114909: Administer and control the organisation's deposits and floats; Level 3; 8 Credits.

Or:

Credit Control:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

- ID 258159: Offer a Credit Facility; Level 3; 8 Credits.
- ID 114898: Minimise Defaulting Customer Accounts; Level 3; 5 Credits.
- ID 258177: Process credit applications; Level 3; 8 Credits.

Or:

Retail Sales:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

- ID 258162: Sell products to customers in a Wholesale and Retail outlet; Level 3; 12 Credits.
- ID 258160: Demonstrate knowledge of products in own area of operation in a wholesale and retail environment; Level 3; 8 Credits.

Or:

Wholesale Sales:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

- ID 243680: Take orders; Level 3; 12 Credits.
- ID 243712: Address customer queries in a wholesale environment; Level 3; 10 Credits.

Or:

Sales and preparation of perishable foods:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

- ID 119957: Clean and maintain premises and equipment; Level 3; 5 Credits.
- ID 119961: Implement personal hygiene for perishable food stores; Level 3; 3 Credits.
- ID 119956: Promote sales and reduce wastage at a perishable foods department; Level 3; 15 Credits.
- ID 119962: Mark and label perishable foods; Level 3; 3 Credits.

Or:

Cosmetics:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

- ID 258176: Advise on and promote colour cosmetic products in a retail environment; Level 3; 3 Credits.
- ID 258178: Advise on and promote hair care products in a retail environment; Level 3; 3 Credits.
- ID 258158: Advise on and promote nail care products in a retail environment; Level 3; 3 Credits.
- ID 258179: Advise on and promote skin care products in a retail environment; Level 3; 5 Credits.

Or:

Visual merchandising:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

- ID 258221: Explain the role of visual merchandising in the organisation; NQF Level 3; 4 credits.
- ID 258217: Evaluate a visually merchandised display; NQF Level 3; 12 credits.

- ID 258215: Present a visual display in a wholesale or retail outlet; NQF Level 3: 8 credits.

Or:

Forecourt Supervision:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 46 credits:

- ID 242819: Motivate and Build a Team; NQF Level 4; 10 credits.
- ID 242811: Prioritise time and work for self and team; NQF Level 4; 5 credits.
- ID 258160: Demonstrate knowledge of products in own area of operation in a wholesale and retail environment; NQF Level 3: 8 credits.
- ID 13912: Apply knowledge of self and team in order to develop a plan to enhance team performance; NQF Level 3; 5 credits.
- ID 9506: Communicate in an assertive manner with clients and fellow workers; NQF Level 4; 4 credits.
- ID 113852: Apply occupational health, safety and environmental principles; NQF Level 3: 10 credits.

EXIT LEVEL OUTCOMES

The first TWO Exit Level Outcomes are compulsory (1 and 2). The qualifying learner must achieve ONE more Exit Level Outcome from the remaining outcomes (3, 4, 5, 6, 7, 8, 9 or 10).

1. Ensure a positive customer experience in a wholesale and retail business unit.

And.

2. Explain how employees can influence the objectives of a wholesale and retail business unit.

And one of the following Exit Level Outcomes:

3. Administer the movement of stock into and from a wholesale and retail operational unit.

Or.

4. Cash up point of sale and deposit unit takings.

Or.

5. Control credit accounts in a wholesale and retail environment.

Or.

6. Provide a sales service to customers of a retail unit.

Or.

7. Provide a sales service to customers of a wholesale unit.

Or.

8. Enhance the sale and preparation of perishable foods.

Or.

9. Advise on and promote a range of cosmetics.

Or.

10. Display merchandise visually.

Or.

11. Supervise forecourt personnel.

ASSOCIATED ASSESSMENT CRITERIA

The first TWO exit level outcomes are compulsory (1 and 2). The qualifying learner must achieve ONE more exit level outcome from the remaining outcomes (3, 4, 5, 6, 7, 8, 9 or 10).

Assessment Criteria for Exit Level Outcome 1:

- 1.1 Customer's shopping experience is enhanced according to organisations policies and procedures.
- 1.2 A safe shopping environment is maintained in terms of organisational policies and procedures.
- 1.3 The procedures to deal with internal and external theft are explained according to organisational policies and procedures.

1.4 Customers queries are answered using appropriate business terms in accordance with organisational policies and procedures.

And

Assessment Criteria for Exit Level Outcome 2:

2.1 The net profit of a W and R unit is calculated given a set of figures.

2.2 The impact own area of responsibility has on the bottom line of a W and R unit is explained with examples.

2.3 The flow of cash and stock and the impact they have on each other is explained as they apply to a W and R business.

And one of the following exit level outcomes:

Assessment Criteria for Exit Level Outcome 3:

3.1 Stock movement is administered to maintain stock balances according to organisational policies and procedures.

3.2 Stock is handled to reduce shrinkage and losses according to organisational policies and procedures.

3.3 Goods are received and dispatched according to organisations policies and procedures.

Or

Assessment Criteria for Exit Level Outcome 4:

4.1 Cash is secured in order to minimise losses in terms of organisation policies and procedures.

4.2 Variances in point of sale takings are calculated according to organisations policies and procedures.

4.3 Takings are balanced and deposited according to the organisations policies and procedures.

Or

Assessment Criteria for Exit Level Outcome 5:

5.1 Credit options, legal implications and client responsibilities are explained according to organisational credit account procedures and guidelines.

5.2 The credit application is processed and the finalisation of administrative documentation is controlled in accordance with legal requirements and organizational policies and procedures.

5.2 The further risk of customers defaulting is minimised by contacting them to obtain a commitment to a payment plan according to legal and organisational procedures.

Or

Assessment Criteria for Exit Level Outcome 6:

6.1 Products are explained to customers in terms of features and benefits of the product.

6.2 The product is matched with the customer's needs.

6.3 The sale is closed according to the organisation's policies and procedures.

Or

Assessment Criteria for Exit Level Outcome 7:

7.1 The customer's order is recorded according to organisational policies and procedures.

7.2 The customer's query is addressed according to organisational policies and procedures.

7.3 The customer's details are updated according to organisational policies and procedures.

Or

Assessment Criteria for Exit Level Outcome 8:

8.1 Personal and departmental health and hygiene standards are maintained according to organisational policies and procedures.

8.2 Wastage of stock is minimised according to organisational procedures.

8.3 Customer's queries regarding perishable products are addressed in accordance with organisational policies and procedures.

8.4 Perishable products are displayed and ticketed in terms of organisational policies and procedures.

Or

Assessment Criteria for Exit Level Outcome 9:

9.1 Cosmetic products/product ranges are described in terms of their benefits, advantages and disadvantages.

9.2 Customer needs are determined in accordance with the expected outcome of cosmetic requirements.

9.3 The interaction between a mix of products/product ranges is explained with reference to the expected outcome.

- Range: Products include colour cosmetics, nail care, hair care and skin care.

Or

Assessment Criteria for Exit Level Outcome 10:

10.1 The purpose of visual merchandising in the organisation is explained with reference to the marketing and promotional strategy of the organisation.

10.2 Visual merchandising principals applicable to the organisation are evaluated in a given visual display

- Range: Visual merchandising principals may include, but are not limited to scale and proportion, focal points, rhythm, line, texture, balance, pattern, shape, colour and lighting.

10.3 A visual display is erected to provide a positive impact on the bottom line of an organisation.

Or

Assessment Criteria for Exit Level Outcome 11:

11.1 Own work and that of the team is prioritised to meet organisational requirements.

11.2 Product knowledge is demonstrated in the area of operation.

11.3 A duty schedule is compiled to distribute the responsibilities equally amongst all forecourt staff.

11.4 A duty sheet is compiled that will meet the client service requirements of the organisation.

11.5 A forecourt quality management plan is compiled in accordance with occupational health, safety and environmental legislation.

Integrated Assessment:

Integrated assessment at the level of Qualification provides an opportunity for learners to show that they are able to integrate concepts, ideas and actions across Unit Standards to achieve competence that is grounded and coherent in relation to the purpose of the Qualification. Integrated assessment should show how already demonstrated competence in individual areas can be linked and applied for the achievement of a holistic outcome as described in the exit level outcomes.

Integrated assessment must judge the quality of the observable performance, and also the quality of the thinking that lies behind it. Assessment tools must encourage learners to give an account of the thinking and decision-making that underpin their demonstrated performance. Some assessment practices will demand practical evidence while others may be more theoretical, depending on the type of outcomes to be assessed. The ratio between action and interpretation is not fixed, but varies according to the demands of the particular exit level outcome of the Qualification.

The primary aim of this Qualification is to ensure that learners have a sound base of general education to prepare them for further learning, whatever career path they may choose. Learners must be able to transfer generic skills across a number of different contexts, and apply them within a number of learning areas.

A broad range of task-orientated and theoretical assessment tools may be used, with the distinction between practical knowledge and disciplinary knowledge maintained so that each takes its rightful place.

INTERNATIONAL COMPARABILITY

This qualification has been compared with similar qualifications in the following countries:

- United Kingdom.
- Singapore.
- Australia.
- New Zealand.
- United State of America.
- Botswana.

These countries represent a broad spectrum of countries that have either long standing evidence of successful wholesale and retail practices or developing countries that of late managed to maintain competitive business practices.

United Kingdom: www.qca.org.uk:

The National Qualifications Framework of the United Kingdom has the:

- Certificate in Retail Operations Level 3 qualification: (WRR 30202).

The following competencies are incorporated in the WRR30202 (consisting of 9 units of which five are core and 4 elective):

- Maintain and order stock.
- Maintain store security.
- Apply store security systems and procedures.
- Build relationships with customers.
- Develop innovative ideas at work.
- Profile a retail market.
- Maintain store safety.

This qualification is also vocationally based and compares closely with the National Certificate: Wholesale and Retail Operations Level 3. The common areas of learning are stock control, safety and security, customer relations and basic

knowledge of the industry.

The South African Qualification complements these core components of learning with credit control and the inclusion of wholesale related competencies. The provision of electives in areas of specialisation makes provision for the development of competencies for specific operational requirements.

Singapore: www.wda.gov.sg:

The Singapore Workforce Development Agency is a statutory board under the Ministry of Manpower (MOM) and leads and drives workforce development in Singapore through a strong focus on industry driven competency requirements.

They offer the Certificate in Retail Operations which contains the following core modules:

- Handle merchandise display.
- Working in the retail industry.
- Develop ideas for workplace innovation.
- Maintain personal presentation.
- Interact with customers.
- Sell products and services.
- Perform point of sale operations.
- Perform routine housekeeping duties.
- Perform stock control operations.
- Apply safety and security practices.

Over and above the provision for retail office operations, elective modules for the qualification provide product specific selections for areas such as speciality store assistance, petroleum, product storage (meat, fresh products or seafood). Both these qualifications have product biased electives and can be used to provide a specialised knowledge base for specific working environments in the retail sector. The current South African options include SMME, perishable foods and cosmetics, amongst others.

The common competencies occur at the level of the unit standard or the specific outcomes between these qualifications. These commonalities include background to the industry, Customer care, Sales and Point of Sale operations, housekeeping, stock control and safety and security.

Australia: www.ntis.gov.au:

While in Australia the approach towards training in this sector is to separate training in wholesale from training in retail, in South Africa, these are treated as one, namely, wholesale and retail. However, each qualification presents an elective choice between retail and wholesale as well.

There are four qualifications in the learning pathway in retail registered with the Australian National Training Authority (ANTA) ranging from the Certificate II in retail operations to a Diploma in Retail Management. Certificate III was compared with the National Certificate in W and R Operations, Level 3 and was found to contain some similarities. The following areas of learning are in this qualification with 5 electives: Transport and Logistics, Call Centre, Public Service, Workplace Trainers and Wholesale Operations.

- Selling and Sales.
- Inventory.
- Operations and Planning.
- Marketing.
- Finance.
- Business Service.
- Purchasing and Supply.
- Product Management.

There is less similarity in the areas of learning between this qualification and the South African qualification. The approach to the electives also differs. Similarities lie in selling and sales, stock control and product knowledge.

New Zealand: www.Nzqa.govt.nz:

The defined learning pathway in retail span National Certificates from Level 2 to 4 with the National Certificate in Retail Management pegged at Level 3. The National Certificate in Retail (Level 3) [60 credits] was compared with the South African qualification. The approach to electives differs with areas of specialization of Bicycle Sales, Servicing Optional Strand, Garden Retail Optional Strand, Visual Merchandising Optional Strand, Delicatessen Optional Strand and Produce Optional Strand.

The following core unit standards indicate a similarity between these qualifications:

- Apply safe work practices in the workplace: 17593: 4 credits.
- Apply skills and qualities of a salesperson in a retail or distribution environment: 11831: 6 credits.
- Maintain and take care of stock: 406: 4 credits.
- Enhance work practices by the application of product and/or service knowledge: 11818: 4 credits.

USA: www.dhrm.virginia.gov/compensation/careergroups/trades/RetailOperations79110.htm:

The Department of Human Resources of the State of Virginia lists Retail Operations in the occupational family of trades and operations within the pay band range of 2-5. The Retail Specialist I (Code 79111) was found to resemble the overall

purpose and level of the South African qualification. The following roles and responsibilities of this qualification covers the following common areas of learning:

- Effective customer service with the general public and accurate sales of merchandise and services result in increased revenues.
- Sales of merchandise and services not in compliance with the Code of Virginia, as applicable, could impact public safety and well being.
- Operates cash registers to receive payments in the form of credit/debit card, check or cash.
- Arranges displays, and conducts physical inventories of the stock room and sales area.
- Implements security procedure and prepares and maintains reports and records.

Botswana: www.bota.org.bw:

National Intermediate Certificate in Wholesale and Retail (Sales and Administration) (S00013): 123 credits. The following unit standard titles indicate the similarity with the South African qualification:

- Demonstrate knowledge of safe handling and storage of wholesale or retail products (00005.01.01) 4 credits.
- Apply health, hygiene, housekeeping, safety and security measures in a wholesale and retail (00146.01.01) 20 credits.
- Order wholesale or retail stock (00012.01.01) 2 credits.
- Demonstrate knowledge of wholesale or retail products (00013.01.01) 8 credits.
- Maintain wholesale and retail stock levels (00004.01.01) 10 credits.
- Operate point of sale equipment in a wholesale and retail context (00010.01.01) 4 credits.
- Promote and sell goods in a wholesale and retail context (00169.01.01) 5 credits.

Conclusion:

It can be concluded from all the forgoing examples that the South African National Certificate in Wholesale and Retail Operations, Level 3 compares closely with International trends in the Wholesale and Retail (W and R) sector. The overall purpose of these qualifications is the same; to develop workplace competencies for operations within W and R at above entry level.

ARTICULATION OPTIONS

The possibility exists for vertical articulation with this Qualification. Examples of vertical articulation:

- ID 57712: Further Education and Training Certificate: Generic Management, NQF Level 4.

MODERATION OPTIONS

- Any institution offering learning that will enable achievement of this Qualification must be accredited by the relevant ETQA.
- External Moderation of assessment will be overseen by the relevant ETQA at its discretion.
- The accredited Training Provider will oversee internal Moderation of assessment.
- Moderation should encompass achievement of competence described in both individual Unit Standards as well as the integrated competence described in the Qualification.
- Moderation must also encompass achievement of the competencies described in the exit level outcomes described above.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

- Assessors must be registered as assessors with a relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.
- Assessors must be in possession of a Qualification in Wholesale and Retail Operations or a related Qualification at a minimum of NQF Level 4 or have sufficient experience.

REREGISTRATION HISTORY

As per the SAQA Board decision/s at that time, this qualification was Reregistered in 2012; 2015.

NOTES

This qualification replaces qualification:

- ID 48764, "National Certificate: Wholesale and Retail Sales Practice", Level 3, 131 credits.
- ID 49396, "National Certificate: Wholesale and Retail Credit Control", Level 4, 125 credits.
- ID 49792, "National Certificate: Retail Perishable Food", Level 3, 120 credits.

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	NQF Level 02	10
Core	258161	Apply theft, fraud and safety controls in a Wholesale and Retail outlet	Level 3	NQF Level	8

				03	
Core	258156	Build customer relations in an operational unit	Level 3	NQF Level 03	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	Level 3	NQF Level 03	10
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	NQF Level 03	5
Fundamental	9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	Level 3	NQF Level 03	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 3	NQF Level 03	4
Fundamental	119457	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	NQF Level 03	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	NQF Level 03	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	NQF Level 03	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	NQF Level 03	5
Elective	258175	Break bulk, pack and label stock	Level 2	NQF Level 02	8
Elective	114891	Count stock for a stock-take	Level 2	NQF Level 02	5
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	NQF Level 02	6
Elective	114904	Implement promotional instructions	Level 2	NQF Level 02	6
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	NQF Level 02	6
Elective	114893	Pack customer purchases at point of sales	Level 2	NQF Level 02	3
Elective	243712	Address customer queries in a wholesale environment	Level 3	NQF Level 03	10
Elective	258220	Address customer requests and queries in a Distribution Centre	Level 3	NQF Level 03	6
Elective	114909	Administer and control the organisation's deposits and floats	Level 3	NQF Level 03	8
Elective	114905	Administer day-end cashing up procedures	Level 3	NQF Level 03	8
Elective	258176	Advise on and promote colour cosmetic products in a retail environment	Level 3	NQF Level 03	3

Elective	258178	Advise on and promote hair care products in a retail environment	Level 3	NQF Level 03	3
Elective	258179	Advise on and promote nail care products in a retail environment	Level 3	NQF Level 03	3
Elective	258158	Advise on and promote skin care products in a retail environment	Level 3	NQF Level 03	5
Elective	243808	Apply food safety practices in a retail business	Level 3	NQF Level 03	8
Elective	13912	Apply knowledge of self and team in order to develop a plan to enhance team performance	Level 3	NQF Level 03	5
Elective	113852	Apply occupational health, safety and environmental principles	Level 3	NQF Level 03	10
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	NQF Level 03	8
Elective	258219	Check out-bound orders	Level 3	NQF Level 03	5
Elective	119957	Clean and maintain premises and equipment	Level 3	NQF Level 03	5
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	NQF Level 03	5
Elective	243810	Control cash in a small business	Level 3	NQF Level 03	12
Elective	114901	Control customer repairs and credits	Level 3	NQF Level 03	8
Elective	243806	Deal with customers in a retail business	Level 3	NQF Level 03	8
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	NQF Level 03	8
Elective	114892	Dispatch stock	Level 3	NQF Level 03	10
Elective	114907	Display merchandise visually in a Wholesale and Retail outlet	Level 3	NQF Level 03	15
Elective	258218	Dispose of Perishable Foods from a Wholesale or Retail Outlet	Level 3	NQF Level 03	6
Elective	258217	Evaluate a visually merchandised display	Level 3	NQF Level 03	12
Elective	113915	Explain the application of the basic conditions of employment act in an employment contract	Level 3	NQF Level 03	2
Elective	258221	Explain the role of visual merchandising in the organisation	Level 3	NQF Level 03	4
Elective	243678	Grant credit to customers	Level 3	NQF Level 03	8
Elective	119961	Implement personal hygiene for perishable food stores	Level 3	NQF Level 03	3

Elective	119958	Implement requirements of the cold chain	Level 3	NQF Level 03	5
Elective	115878	Load and deliver stock	Level 3	NQF Level 03	5
Elective	243807	Maintain a safe and secure environment in a retail business	Level 3	NQF Level 03	8
Elective	335916	Maintain product information	Level 3	NQF Level 03	4
Elective	243672	Maintain the stockroom	Level 3	NQF Level 03	10
Elective	119962	Mark and label perishable foods	Level 3	NQF Level 03	3
Elective	119960	Merchandise chillers and freezers in a retail store	Level 3	NQF Level 03	3
Elective	243805	Merchandise products in a retail business	Level 3	NQF Level 03	12
Elective	243018	Mince fish or meat using automated mincing equipment	Level 3	NQF Level 03	4
Elective	114898	Minimise defaulting customer accounts	Level 3	NQF Level 03	5
Elective	13931	Monitor and control the maintenance of office equipment	Level 3	NQF Level 03	4
Elective	258159	Offer a credit facility	Level 3	NQF Level 03	8
Elective	117877	Perform one-to-one training on the job	Level 3	NQF Level 03	4
Elective	114887	Prepare a vehicle for deliveries	Level 3	NQF Level 03	8
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	NQF Level 03	5
Elective	119959	Prepare food for sale	Level 3	NQF Level 03	16
Elective	258215	Present a visual display in a wholesale or retail outlet	Level 3	NQF Level 03	8
Elective	258177	Process credit applications	Level 3	NQF Level 03	8
Elective	119956	Promote sales and reduce wastage at a perishable foods department	Level 3	NQF Level 03	15
Elective	114896	Receive stock	Level 3	NQF Level 03	12
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	NQF Level 03	8
Elective	243804	Replenish stock in a retail business	Level 3	NQF Level 03	12

Elective	243809	Run a small business	Level 3	NQF Level 03	12
Elective	258162	Sell products to customers in a wholesale and retail outlet	Level 3	NQF Level 03	12
Elective	243803	Start up a small business	Level 3	NQF Level 03	15
Elective	243680	Take orders from customers	Level 3	NQF Level 03	12
Elective	243681	Uplift stock for return	Level 3	NQF Level 03	5
Elective	258216	Analyse the impact of a visual merchandise display	Level 4	NQF Level 04	4
Elective	9506	Communicate in an assertive manner with clients and fellow workers	Level 4	NQF Level 04	4
Elective	242816	Conduct a structured meeting	Level 4	NQF Level 04	5
Elective	254595	Control the flow of information in a business unit	Level 4	NQF Level 04	8
Elective	252202	Deal with brand, product and service promotions	Level 4	NQF Level 04	4
Elective	114598	Demonstrate an understanding of an entrepreneurial profile	Level 4	NQF Level 04	5
Elective	252211	Demonstrate an understanding of the competitive environment and product positioning	Level 4	NQF Level 04	6
Elective	252203	Demonstrate an understanding of the target market	Level 4	NQF Level 04	4
Elective	242668	Demonstrate knowledge and application of the Occupational Health and Safety Act, 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act	Level 4	NQF Level 04	4
Elective	252210	Handle a range of customer complaints	Level 4	NQF Level 04	4
Elective	242996	Handle dangerous goods during warehousing and storage	Level 4	NQF Level 04	4
Elective	254596	Manage time keeping records	Level 4	NQF Level 04	5
Elective	242819	Motivate and Build a Team	Level 4	NQF Level 04	10
Elective	242811	Prioritise time and work for self and team	Level 4	NQF Level 04	5

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:

When qualifications are replaced, some (but not all) of their learning programmes are moved to the replacement qualifications. If a learning programme appears to be missing from here, please check the replaced qualification.

NONE

PROVIDERS CURRENTLY ACCREDITED TO OFFER THIS QUALIFICATION:

This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.

1. Visual Excellence Trading 508 (Pty) Ltd

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