

Further Education and Training (FET) Programmes



Learnerships

NQF
Level 4

National Certificate: Wholesale and Retail Operations Supervision

SAQA ID: 49397

Accredited by: Wholesale and Retail Sector Education and Training Authority (W&RSETA)

About the programme: This programme aims to acquaint learners with the principles of supervision and team leadership within the wholesale and retail sector. Supervision in this context includes all activities ensuring the achievement of desired results and the correct implementation of prescribed policies, procedures and activities.

This programme thus aims to build capacity and improve skills at lower management level in the wholesale and retail sector, ensuring the development of competence and increased service delivery in this field. Individuals who would like to enter the supervisory management level in the wholesale and retail sector will benefit from this programme.



What can learners expect?

Learners have the opportunity to develop skills such as:

- Supervising sales performance
- Supervising stock counts
- Supervising housekeeping and hygiene in a store
- Supervising implementation of loss control measures
- Supervising customer service standards
- Demonstrating basic understanding of the Primary labour legislation that impacts on a business unit
- Indicating the role of a team leader ensuring that a team meets an organisation's standards



“This programme aims to acquaint learners with the **principles of supervision and team leadership...**”



Admission requirements

Prospective learners must be competent in:

- Numeracy and First Language Literacy at NQF Level 3.



Duration

Approximately 12 months of structured practical and theoretical training, leading to a full qualification.



Mode of delivery

This programme is delivered through contact sessions that will provide the learner with the interpersonal support for learning to take place. Furthermore, a workplace component will allow the learner to apply knowledge gained in a workplace environment.

For a full list of modules and more information please contact 011 670 4800.

