
GOVERNMENT NOTICES

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

No. 873

22 August 2008



SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Retail and Wholesale

registered by Organising Field 11, Services, publishes the following Qualification and Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualification and Unit Standards. The full Qualification and Unit Standards can be accessed via the SAQA web-site at www.saga.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later 22 September 2008**. All correspondence should be marked **Standards Setting – SGB for Retail and Wholesale** and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION: National Certificate: Wholesale and Retail Operations

SAQA QUAL ID		QUALIFICATION TITLE	
63409		National Certificate: Wholesale and Retail Operations	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	11 - Services	Wholesale and Retail	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	120	Level 3	Regular-Unit Stds Based

This qualification replaces:

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status
48764	National Certificate: Wholesale and Retail Sales Practice	Level 3	131	Will occur as soon as 63409 is registered

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 NQF Level 4 National Certificate: Wholesale and Retail Operations Supervision qualification. 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 and distributing, marketing and displaying.

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:

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.

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.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED IN PLACE

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.

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 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 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.

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.

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 or 9).

1. Ensure a positive customer experience in a W and R business unit.

And.

2. Explain how employees can influence the objectives of a W and R business unit.

And one of the following Exit Level Outcomes:

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

Or.

4. Administer the movement of stock into and from a W and R unit.

Or.

5. Control credit accounts in a W and R 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.

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 or 9).

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

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

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

Or

Assessment Criteria for Exit Level Outcome 4:

- 4.1 Stock movement is administered to maintain stock balances according to organisational policies and procedures.
- 4.2 Stock is handled to reduce shrinkage and losses according to organisational policies and procedures.
- 4.3 Goods are received and dispatched according to 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.

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](http://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 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

Examples of horizontal articulation with this Qualification:

- > ID 58308: National Certificate: Informal Small Business Practice, NQF Level 3.
- > ID 49792: National Certificate: Retail Perishable Food, NQF Level 3.

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

- > ID 49397: Further Education and Training Certificate: Wholesale and Retail Operations Supervision, NQF Level 4.
- > ID 49396: Further Education and Training Certificate: Wholesale and Retail Credit Control, 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.

NOTES

This qualification replaces qualification 48764, "National Certificate: Wholesale and Retail Sales Practice", Level 3, 131 credits.

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	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	2
Fundamental	9013	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 3	4
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	9012	Investigate life and work related problems using data and probabilities	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	258161	Control theft, fraud and safety in a Wholesale and Retail outlet	Level 3	8
Core	258156	Enhance a customer shopping experiences	Level 3	10
Core	258155	Explain the factors that impact on the bottom line of a Wholesale and Retail business	Level 3	10
Elective	258175	Break bulk, pack and label stock	Level 2	8
Elective	114891	Count stock for a stock-take	Level 2	5
Elective	258157	Explain the processing of transactions in a wholesale and retail outlet	Level 2	6
Elective	246587	Fleck or fillet fish manually or by using automated equipment	Level 2	4
Elective	114904	Implement promotional instructions	Level 2	6
Elective	114893	Pack customer purchases at point of sales	Level 2	3
Elective	243712	Address customer queries in a wholesale environment	Level 3	10
Elective	114909	Administer and control the organisation's deposits and floats	Level 3	8
Elective	114905	Administer day-end cashing up procedures	Level 3	8
Elective	258176	Advise on and promote colour cosmetic products in a retail environment	Level 3	3
Elective	258178	Advise on and promote hair care products in a retail environment	Level 3	3
Elective	258179	Advise on and promote nail care products in a retail environment	Level 3	3
Elective	258158	Advise on and promote skin care products in a retail environment	Level 3	5
Elective	243808	Apply food safety practices in a retail business	Level 3	8
Elective	13883	Apply out-bound Contact Centre Operations within a commercial environment	Level 3	8
Elective	119957	Clean and maintain premises and equipment	Level 3	5
Elective	113909	Coach a team member in order to enhance individual performance in work environment	Level 3	5
Elective	243810	Control cash in a small business	Level 3	12
Elective	243806	Deal with customers in a retail business	Level 3	8
Elective	258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	Level 3	8
Elective	114892	Dispatch stock	Level 3	10
Elective	114907	Display merchandise visually in a Wholesale and Retail outlet	Level 3	15
Elective	243678	Grant credit to customers	Level 3	8
Elective	119961	Implement personal hygiene for perishable food stores	Level 3	3
Elective	119958	Implement requirements of the cold chain	Level 3	5
Elective	243807	Maintain a safe and secure environment in a retail business	Level 3	8
Elective	243672	Maintain the stockroom	Level 3	10
Elective	119962	Mark and label perishable foods	Level 3	3
Elective	119960	Merchandise chillers and freezers in a retail store	Level 3	3
Elective	243805	Merchandise products in a retail business	Level 3	12

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	243018	Mince fish or meat using automated mincing equipment	Level 3	4
Elective	114898	Minimise defaulting customer accounts	Level 3	5
Elective	13931	Monitor and control the maintenance of office equipment	Level 3	4
Elective	258159	Offer a credit facility	Level 3	8
Elective	117877	Perform one-to-one training on the job	Level 3	4
Elective	114091	Prepare a pre and post treatment machine for production	Level 3	6
Elective	114887	Prepare a vehicle for deliveries	Level 3	8
Elective	13932	Prepare and process documents for financial and banking processes	Level 3	5
Elective	119959	Prepare food for sale	Level 3	16
Elective	258177	Process credit applications	Level 3	8
Elective	119956	Promote sales and reduce wastage at a perishable foods department	Level 3	15
Elective	114896	Receive stock	Level 3	12
Elective	243679	Recommend orders for clients in a fast moving consumer goods environment	Level 3	8
Elective	243804	Replenish stock in a retail business	Level 3	12
Elective	243809	Run a small business	Level 3	12
Elective	258162	Sell products to customers in a wholesale and retail outlet	Level 3	12
Elective	243803	Start up a small business	Level 3	15
Elective	243680	Take orders from customers	Level 3	12
Elective	243681	Uplift stock for return	Level 3	5
Elective	114598	Demonstrate an understanding of an entrepreneurial profile	Level 4	5

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Explain the factors that impact on the bottom line of a Wholesale and Retail business

SAQA US ID		UNIT STANDARD TITLE	
258155		Explain the factors that impact on the bottom line of a Wholesale and Retail business	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	10

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Explain the relationship between the bottom line of a business and the factors that will impact on it.

SPECIFIC OUTCOME 2

Explain how net profit is arrived at on a W&R financial report.

SPECIFIC OUTCOME 3

Identify how the cash and stock functions impact on each other and the business.

SPECIFIC OUTCOME 4

Explain how own job can impact on the bottom line of a business.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Enhance a customer shopping experiences*

SAQA US ID	UNIT STANDARD TITLE		
258156	Enhance a customer shopping experiences		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	10

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Explain customer behaviour.

SPECIFIC OUTCOME 2

Create positive customer perceptions.

SPECIFIC OUTCOME 3

Build customer relations.

SPECIFIC OUTCOME 4

Resolve customer complaints.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

ID	QUALIFICATION TITLE	LEVEL
Core 63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Explain the processing of transactions in a wholesale and retail outlet*

SAQA US ID		UNIT STANDARD TITLE	
258157		Explain the processing of transactions in a wholesale and retail outlet	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	6

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Explain how to record transactions at Point of Sale.

SPECIFIC OUTCOME 2

Explain processing payment at Point of Sale.

SPECIFIC OUTCOME 3

Explain the investigation of overs and shortages at Point of Sale.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Advise on and promote skin care products in a retail environment

SAQA US ID	UNIT STANDARD TITLE		
258158	Advise on and promote skin care products in a retail environment		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	5

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Describe different skin types and conditions.

SPECIFIC OUTCOME 2

Demonstrate knowledge of skin care routines and skin-care products.

SPECIFIC OUTCOME 3

Promote skin care products to meet individual needs.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Offer a credit facility***

SAQA US ID	UNIT STANDARD TITLE		
258159	Offer a credit facility		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
114919	Offer a credit facility	Level 2	8	Will occur as soon as 258159 is registered

SPECIFIC OUTCOME 1

Explain credit.

SPECIFIC OUTCOME 2

Offer credit options.

SPECIFIC OUTCOME 3

Assist the customer when completing the credit application form.

SPECIFIC OUTCOME 4

Explain the customer's responsibility in managing their credit.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment

SAQA US ID	UNIT STANDARD TITLE		
258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Identify products and ranges in the store.

SPECIFIC OUTCOME 2

Identify product features.

SPECIFIC OUTCOME 3

Explain the benefits of product features.

SPECIFIC OUTCOME 4

Explain post-purchase product care.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Control theft, fraud and safety in a Wholesale and Retail outlet

SAQA US ID	UNIT STANDARD TITLE		
258161	Control theft, fraud and safety in a Wholesale and Retail outlet		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
243807	Maintain a safe and secure environment in a retail business	Level 3	8	Will occur as soon as 258161 is registered

SPECIFIC OUTCOME 1

Explain how to maintain a safe and secure work area.

SPECIFIC OUTCOME 2

Respond to emergency situations.

SPECIFIC OUTCOME 3

Explain how to deal with theft and fraud in a wholesale and retail outlet.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

ID	QUALIFICATION TITLE	LEVEL
Core 63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Sell products to customers in a wholesale and retail outlet***

SAQA US ID	UNIT STANDARD TITLE		
258162	Sell products to customers in a wholesale and retail outlet		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	12

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12	Will occur as soon as 258162 is registered

SPECIFIC OUTCOME 1

Establish the customer's need.

SPECIFIC OUTCOME 2

Offer products to customer.

SPECIFIC OUTCOME 3

Overcome customer objections.

SPECIFIC OUTCOME 4

Close the sale.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Break bulk, pack and label stock***

SAQA US ID		UNIT STANDARD TITLE	
258175		Break bulk, pack and label stock	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Receive bulk stock.

SPECIFIC OUTCOME 2

Break bulk and store packs.

SPECIFIC OUTCOME 3

Pack items.

SPECIFIC OUTCOME 4

Label items.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Advise on and promote colour cosmetic products in a retail environment***

SAQA US ID		UNIT STANDARD TITLE	
258176		Advise on and promote colour cosmetic products in a retail environment	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	3

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Demonstrate knowledge of basic make-up techniques.

SPECIFIC OUTCOME 2

Demonstrate knowledge of colour cosmetic products.

SPECIFIC OUTCOME 3

Promote colour cosmetic products to meet individual needs.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Process credit applications***

SAQA US ID		UNIT STANDARD TITLE	
258177		Process credit applications	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Explain credit legislation and organisational policies.

SPECIFIC OUTCOME 2

Assess and validate the credit application and supporting documentation.

SPECIFIC OUTCOME 3

Communicate the credit decision.

SPECIFIC OUTCOME 4

Control the finalisation of administrative documentation.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Advise on and promote hair care products in a retail environment***

SAQA US ID		UNIT STANDARD TITLE	
258178		Advise on and promote hair care products in a retail environment	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	3

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Identify different hair types and conditions.

SPECIFIC OUTCOME 2

Demonstrate knowledge of hair care routines and hair-care products.

SPECIFIC OUTCOME 3

Promote hair care products to meet individual needs.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Advise on and promote nail care products in a retail environment***

SAQA US ID	UNIT STANDARD TITLE		
258179	Advise on and promote nail care products in a retail environment		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	3

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Describe different nail types and conditions.

SPECIFIC OUTCOME 2

Demonstrate knowledge of nail care routines and nail-care products.

SPECIFIC OUTCOME 3

Promote nail care products to meet individual needs.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

ID	QUALIFICATION TITLE	LEVEL
Elective 63409	National Certificate: Wholesale and Retail Operations	Level 3