

**NATIONAL CERTIFICATE: WHOLESALE & RETAIL CHAIN STORE OPERATIONS LEARNERSHIP NUMBER:
27Q270011551202**

Occupation name	Retail Assistant				Occupation number	621101
Learnership title	National Certificate: Wholesale and Retail Chain store Operations				Credit value of this learnership	
Qualification title	National Certificate: Wholesale and Retail Operations				Qualification registration number	SAQA 0570/07
Qualification expiry date	2010-05-02	NQF registration level	2	Credit value of qualification	120	
ETQA accredited for qualification	WRSETA					
Purpose of the learnership	This Learnership is designed to provide to skills and abilities for people working in or looking for a career path in Wholesale and Retail Chain store operations.					
Entry level requirements for the learnership	Communications and Mathematical Literacy NQF Level 1.					
Unit Standard Title	US number	NQF Level	Credit value	Specific Outcomes for each Unit Standard	Percentage of learning at: Training Provider Work Place	Specified Practical Workplace Experience Activities
Fundamental Unit Standards						

Access and use information from texts	119463	2	5	<ul style="list-style-type: none"> • Use of range of reading and/or viewing strategies to make meaning to texts. • Identify the main ideas in different text types 	100	0	<ul style="list-style-type: none"> • Use of range of reading and/or viewing strategies to make meaning to texts. • Identify the main ideas in different text types 	50
Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	9009	2	3	<ul style="list-style-type: none"> • Apply various techniques to organize and represent data in order to model situations • Give opinions on the implication of the modeled data for the required purpose. 	100	0	<ul style="list-style-type: none"> • Apply various techniques to organize and represent data in order to model situations • Give opinions on the implication of the modeled data for the required purpose. 	30
Demonstrate understanding of rational and irrational numbers and number systems	7480	2	3	<ul style="list-style-type: none"> • Use and analyze computational tools and strategies. And make estimates and approximations. • Demonstrate understanding of numbers and relationships among numbers and number systems. 	100	0	<ul style="list-style-type: none"> • Use and analyze computational tools and strategies. And make estimates and approximations. • Demonstrate understanding of numbers and relationships among numbers and number systems. 	30
Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	9008	2	3	<ul style="list-style-type: none"> • Estimate, measure and calculate physical quantities to solve problems in practical situations. • Explore transformations of two dimensional geometric figures. 	100	0	<ul style="list-style-type: none"> • Estimate, measure and calculate physical quantities to solve problems in practical situations. • Explore transformations of two dimensional geometric figures. 	30

Maintain and adapt oral/signed communication	119454	2	5	<ul style="list-style-type: none"> • Use a variety of speaking and listening/signing strategies to maintain communication. • Adapt speech/ signing to accommodate socio-cultural sensitivities without losing own intention. 	40	60	<ul style="list-style-type: none"> • Use a variety of speaking and listening/signing strategies to maintain communication. • Adapt speech/ signing to accommodate socio-cultural sensitivities without losing own intention. 	50
Use language and communication in occupational learning programmes	119460	2	5	<ul style="list-style-type: none"> • Find and use available learning outcomes • Use learning strategies 	100	0	<ul style="list-style-type: none"> • Find and use available learning outcomes • Use learning strategies 	50
Use mathematics to investigate and monitor the financial aspects of personal and community life	7469	2	2	<ul style="list-style-type: none"> • Use mathematics to plan and control personal and/or household budgets and income and expenditure • Use simple and compound interest to make sense of and define a variety of situations. 	100	0	<ul style="list-style-type: none"> • Use mathematics to plan and control personal and/or household budgets and income and expenditure • Use simple and compound interest to make sense of and define a variety of situations. 	20
Work with a range of patterns and functions and solve problems	9007	2	5	<ul style="list-style-type: none"> • Convert flexibility between and within various representations of functions • Compare, analyze and describe the behaviour of patterns and functions 	100	0	<ul style="list-style-type: none"> • Convert flexibility between and within various representations of functions • Compare, analyze and describe the behaviour of patterns and functions 	50
Write/present for a defined context	119456	2	5	<ul style="list-style-type: none"> • Write/Signs for a specific audience, purpose and context. 	100	0	<ul style="list-style-type: none"> • Write/Signs for a specific audience, purpose and context. 	50

TOTAL 36				TOTAL		TOTAL 360		
Core Unit Standards								
Complete basic business calculations	117887	2	5	<ul style="list-style-type: none"> Complete a basic income statement Identify expense requiring improvement 	80	20	<ul style="list-style-type: none"> Complete a basic income statement Identify expense requiring improvement 	50
Define the core concepts of the wholesale and retail environment	114895	2	10	<ul style="list-style-type: none"> Segment the wholesale and retail sector Identify the store's target market 	70	30	<ul style="list-style-type: none"> Segment the wholesale and retail sector Identify the store's target market 	100
Interact with customers	114903	2	8	<ul style="list-style-type: none"> Identify the standards for customer service Present a positive image to customer. 	40	60	<ul style="list-style-type: none"> Identify the standards for customer service Present a positive image to customer. 	80
TOTAL 23				TOTAL		TOTAL 230		
Elective Unit Standards								

COMPULSORY ELECTIVE UNIT STANDARDS.								
Process payment at a Point of Sales (POS)	114894	2	10	<ul style="list-style-type: none"> • Perform start and end day functions at POS. • Process payment at POS 	30	70	<ul style="list-style-type: none"> • Perform start and end day functions at POS. • Process payment at POS 	100
Record transactions	114889	2	8	<ul style="list-style-type: none"> • Prepare to record transactions at the point of sale and perform end of day procedures • Record transactions 	30	70	<ul style="list-style-type: none"> • Prepare to record transactions at the point of sale and perform end of day procedures • Record transactions 	80
Mark merchandise and maintain displays	114906	2	10	<ul style="list-style-type: none"> • Display merchandise given a display instruction • Mark merchandise with labels, tickets and signage 	30	70	<ul style="list-style-type: none"> • Display merchandise given a display instruction • Mark merchandise with labels, tickets and signage 	100
Count stock for a stock-take	114891	2	5	<ul style="list-style-type: none"> • Prepare for stock count • Count stock 	20	80	<ul style="list-style-type: none"> • Prepare for stock count • Count stock 	50
Maintain a safe and secure wholesale and retail environment	114912	2	10	<ul style="list-style-type: none"> • Maintain a safe and secure work environment • Identify, locate and explain general safety standards 	40	60	<ul style="list-style-type: none"> • Maintain a safe and secure work environment • Identify, locate and explain general safety standards 	100
Total			43	•			Total	430
GENERAL ELECTIVE UNIT STANDARDS.								
Operate a computer in a Wholesale/Retail outlet	114902	2	6	<ul style="list-style-type: none"> • Operate a store computer • Maintain a store computer 			<ul style="list-style-type: none"> • Operate a store computer • Maintain a store computer 	60

Resolve customer queries / complaints	114911	2	8	<ul style="list-style-type: none"> Resolve customer queries/complaints Authorize escalated transactions 		<ul style="list-style-type: none"> Resolve customer queries/complaints Authorize escalated transactions 	80
Pack customer purchases at point of sales	114893	2	3	<ul style="list-style-type: none"> 		<ul style="list-style-type: none"> 	30
Sell products to customers in a Wholesale and Retail outlet	114900	3	12	<ul style="list-style-type: none"> Establish the customer's need Offer products to customers 		<ul style="list-style-type: none"> Establish the customer's need Offer products to customers 	120
			29				290
Total credits			131			Total notional hours	1310