

**NATIONAL CERTIFICATE: WHOLESALE AND RETAIL SME OPERATIONS
LEARNERSHIP NUMBER: 27Q270012551202**

Occupation name	SME Owner				Occupation number	142103		
Learnership title	National Certificate: Wholesale and Retail SME Operations				Credit value of this learnership	146		
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	<p>The purpose of this Learnership is to address the skills and competencies for enabling the entry-level employment positions. On completion, the learner will be able to understand the sector in which they work, provide customers with a high level customer service, and operate effectively and efficiently in the specialization area of SME operation. Learners who qualify will be able to improve on the following areas: stock taking, counting stock source and collect product for resale, process payment at a point of sale, display merchandise etc.</p>							
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:		Specified Practical Workplace Experience Activities	Notional Hours
					Training Provider	Work Place		
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. 	30	70	<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. 	50	50	<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. 			<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. 	70	30	<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.								
Manage finances for a new venture	119674	2	10	<ul style="list-style-type: none"> Identify and apply accounting practices and procedures Manage business accounts and maintain business records 	30	70	<ul style="list-style-type: none"> Identify and apply accounting practices and procedures Manage business accounts and maintain business records 	100
Source and collect product for resale	243676	2	12	<ul style="list-style-type: none"> Buy stock Transport stock to store 	20	80	<ul style="list-style-type: none"> Buy stock Transport stock to store 	120
Process payment at a point of sale	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
Count stock for a stock-take	114891	2	5	<ul style="list-style-type: none"> Prepare for stock count Count stock 	10	90	<ul style="list-style-type: none"> Prepare for stock count Count stock 	50

Mark merchandise and maintain display	114906	2	10	<ul style="list-style-type: none"> • Display merchandise given a display instruction • Mark merchandise with labels, ticket and signage. 			<ul style="list-style-type: none"> • Display merchandise given a display instruction • Mark merchandise with labels, ticket and signage 	100
Total			47	•			Total	470
GENERAL ELECTIVE UNIT STANDARDS.								
				•			•	
Receive stock	114896	3	12	<ul style="list-style-type: none"> • Receive goods into the wholesale and retail outlet • Maintain stock balances in receiving area in order to enhance the efficiency of the supply chain. 	30	70	<ul style="list-style-type: none"> • Receive goods into the wholesale and retail outlet • Maintain stock balances in receiving area in order to enhance the efficiency of the supply chain. 	120
Operate a computer in wholesale outlet	114902	2	6	<ul style="list-style-type: none"> • Operate the store computer • Maintain a store computer 	30	70	<ul style="list-style-type: none"> • Operate the store computer • Maintain a store computer 	60
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 safety and emergency signs 	30	70	<ul style="list-style-type: none"> • Maintain a safe and secure work environment • Identify, locate and explain safety and emergency signs 	100

Take orders from customers	243680	3	12	<ul style="list-style-type: none"> • Update and maintain customer information • Record the customers order. 	30	70	<ul style="list-style-type: none"> • Update and maintain customer information • Record the customers order. 	120	
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Total			40	•			Total	300	
TOTAL			146	TOTAL				TOTAL	1300