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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY
REGISTERED QUALIFICATION:**

Occupational Certificate: Retail Supervisor

SAQA QUAL ID	QUALIFICATION TITLE			
99573	Occupational Certificate: Retail Supervisor			
ORIGINATOR				
Development Quality Partner - W&RSETA				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
-			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD	SUBFIELD		
Occupational Certificate	Field 11 - Services	Wholesale and Retail		
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	100	Not Applicable	NQF Level 04	Regular-ELOAC
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Registered		SAQA 05115/16	2016-12-01	2019-12-01
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2020-12-01		2023-12-01		

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 does not replace any other qualification and is not replaced by any other qualification.

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

The purpose of this qualification is to equip a learner with knowledge and skills to operate as a Retail Supervisor.

A qualified learner will be able to:

- Supervise retail and wholesale staff.
- Supervise the implementation and maintenance of retail or wholesale operations.
- Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty.

Rationale:

The Occupational Certificate: Retail Supervisor is designed to provide learners with fundamental knowledge of retail supervision. A Retail Supervisor oversees controls and co-ordinates the work performance of a team in a specific area in a wholesale and retail outlet. The Wholesale and Retail industry is known for employing people at the lower levels such as Level 2 and 3 and promoting people from within. The target learners are therefore primarily people who are already employed in the industry but are being allowed progression opportunities. The appointment of a Retail Supervisor is usually characterised by choosing the best person in a job and promoting them to supervisor. These people have a major impact on the organisation's ability to provide the correct level of customer service and to operate with productive teams who minimise losses to the organisation and contribute meaningfully to the success of the organisation by leading their teams through good supervision. Retail Supervisors supervise within a number of varying contexts and require knowledge of both supervisory skills as well as job skills. The major problem is that there is a huge difference between execution of responsibilities and supervising others in the execution of their responsibilities. The wholesale and retail sector has identified the positions of Retail Supervisor to be a scarce skill and many of the characteristics of retail supervision as critical skills.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL):

RPL for access to the external Integrated Summative Assessment: Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of result or certifying a work experience record.

RPL for access to the qualification: Accredited providers and approved workplaces may recognise prior learning against the relevant access requirements.

Entry Requirements:

- NQF Level 4 with Mathematical Literacy and Communication.

RECOGNISE PREVIOUS LEARNING?

Y

QUALIFICATION RULES

This qualification consists of Compulsory Knowledge, Practical Skill and Work Experience modules NQF Level 4 totalling 100 Credits:

Knowledge Modules:

- 522201000-KM-01, Concepts and principles of supervising Wholesale or Retail staff, NQF Level 4, 10 Credits.
 - 522201000-KM-02, Concepts and principles of monitoring and improving performance, NQF Level 4, 4 Credits.
 - 522201000-KM-03, Concepts and principles for the implementation and maintenance of retail or wholesale operations, NQF Level 4, 3 Credits.
 - 522201000-KM-04, Concepts and principles of enhancing customer service, NQF Level 4, 3 Credits.
- Total number of Credits for Knowledge Modules: 20 Credits.

Practical Skill Modules:

- 522201000-PM-01, Supervise retail or wholesale staff, NQF Level 4, 6 Credits.
 - 522201000-PM-02, Monitor and control the work performance of a team, NQF Level 4, 6 Credits.
 - 522201000-PM-03, Supervise operations, NQF Level 4, 4 Credits.
 - 522201000-PM-04, Supervise service to internal and external retail and wholesale customers, NQF Level 4, 2 Credits.
 - 522201000-PM-05, Resolve queries and complaints from internal and external retail and wholesale customers, NQF Level 4, 2 Credits.
- Total number of Credits for Practical Skill Modules: 20 Credits.

This qualification also requires the following Work Experience Modules:

- 522201000-WM-01, Processes and procedures for supervising wholesale or retail staff, NQF Level 4, 30 Credits.

- 522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, 20 Credits.
 - 522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, 10 Credits.
- Total number of Credits for Work Experience Modules: 60 Credits.

EXIT LEVEL OUTCOMES

1. Plan and delegate a minimum of 12 tasks to 3 team members so that all tasks are completed within time-frames.
2. Monitor and improve work performance where service standards and loss control standards are not being met.
3. Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty with organisational policies.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcomes 1:

- A task list is completed with all tasks recorded in order of priority.
- Tasks assigned to staff take into account time-frames.
- Tasks are assigned to staff taking into account their experience.

Associated Assessment Criteria for Exit Level Outcomes 2:

- The differences between the service provided and required service standards are identified.
- The behaviour causing losses to the organisation is identified.
- An action plan to improve service standards to the required standards is proposed.
- Corrective or disciplinary action to improve loss control behaviour is proposed.
- Proposals for on-the-job training/coaching are recommended where lack of knowledge/skill is identified as the cause of poor performance.

Associated Assessment Criteria for Exit Level Outcomes 3:

- The cause of the complaint is identified.
- A solution within given policy and procedures is proposed.
- Customer loyalty is promoted through satisfactory resolution of complaints.

Integrated Assessment:

Integrated Formative Assessment:

The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated External Summative Assessment.

Integrated Summative Assessment:

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria. The external assessment model requires that the external assessment will be conducted through a combination of written assessment and practical tasks at an accredited assessment centre.

INTERNATIONAL COMPARABILITY

International comparability was conducted with a qualification in the United Kingdom.

Oxford Cambridge United Kingdom (UK):

The Oxford Cambridge Examinations Board in the United Kingdom offers a vocational qualification in Team Leading Level 2 (National Vocational Qualifications (NVQs) Certificate (Competence)). This qualification is intended for learners who have a responsibility for the work of others, as they lead a team. It is suitable for those who are entering management, or who have the ability and the opportunity to demonstrate recognisable management and leadership skills, for example, providing leadership for a team, encouraging innovation, allocating and checking work. The qualification consists of three mandatory units covering the core skills needed to lead a team. Learners look at how to plan, allocate and monitor work; and gain tools and techniques to develop as a leader and get

the most from their team. Then learners complete the Certificate with optional units which cover everything from communication skills to business improvement techniques.

The benefits of this qualification are as follows:

- Competence based qualification - assessed by a portfolio of evidence.
- Based on the national occupational standards for management and leadership.
- Qualification recognised in all occupations and sectors of employment.
- Competence element of the Apprenticeship package.

Conclusion:

This qualification compares favourably with the qualification offered in the United Kingdom. They both target learners who are already employed in order to provide them with leadership skills that will equip them as they enter managerial level in retail.

ARTICULATION OPTIONS

This qualification allows possibilities for both horizontal and vertical articulation.

Horizontal Articulation:

- Further Education and Training Certificate: Generic Management: Wholesale and Retail Management, Level 4.

Vertical Articulation:

- National Certificate: Wholesale and Retail: Buying Planning, Level 5.
- National Certificate: Wholesale and Retail Operations Supervision, Level 5.

MODERATION OPTIONS

N/A

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

Qualifying for external assessment:

In order to qualify for the external summative assessment learners must have a copy of a completed and signed Statement of Work Experience as well as proof of successful completion of the following subjects and modules or alternative programmes where applicable including foundational learning competence.

Additional legal or physical entry requirements:

- None.

Criteria for the accreditation of providers.

Accreditation of providers will be done against the criteria as reflected in the relevant curriculum on the Quality Council for Trades and Occupations (QCTO) website.

The curriculum title and code is: 522201000: Retail Supervisor.

This qualification encompasses the following trades as recorded on the National Learners' Records Database (NLRD):

- None.

LEARNING PROGRAMMES RECORDED AGAINST THIS 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.

NONE

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