

Annexure A



APPLICATION TO REGISTER A LEARNERSHIP



Documents to accompany this application form:

- The relevant SAQA qualification document downloaded from the SAQA website.
- If the applying SETA is not the accredited ETQA for the qualification associated with the learnership, proof of adequate arrangements with the relevant ETQA must be attached.

Learnership registration number : <u>27Q270027221202</u>
Learnership registration date: _____
Learnership review date: _____
SETA responsible for learnership: <u>W&RSETA</u>
ETQA accredited for qualification associated with the learnership: <u>W&RSETA</u>
(For official use only)

1. SETA information

- 1.1 Name of SETA: W&RSETA
- 1.2 Name of Chamber (if applicable): N/A
- 1.3 Details of SETA official responsible for preparing the application
- 1.3.1 Name: Sipho Shoba
- 1.3.2 Telephone number: 012 622 9500
- 1.4 SETA's Telephone number: 012 622 9500
- 1.5 SETA's fax number: N/A
- 1.6 SETA's postal address: N/A
- 1.7 SETA's e mail address: sshoba@wrseta.org.za

2. Qualification information

2.1 Title of qualification associated with the learnership: **National Certificate: Wholesale and Retail Operations.**

SAQA qualification ID number: **58206**

2.3 NQF level: **Level 2.**

2.4 Expiry date of the qualification: **2023-06-30**

2.5 Minimum number of credits of the qualification: **120 Credits**

2.6 Entry level requirements for the qualification: **Communications and Mathematical Literacy NQF Level 1.**

2.7 Name of ETQA accredited for the qualification: **Wholesale and Retail Seta.**

3. Learnership information

3.1 Is this an application to register a new learnership or to replace an existing learnership?

(tick relevant box)

3.1.1 new learnership

3.1.2 learnership to replace an existing learnership

3.2 If replacing an existing learnership, indicate the following:

3.2.1 Name of existing learnership:

- **National Certificate: Wholesale and Retail Process L2, 160 Credits.**
- **National Certificate: Wholesale and Retail Shop Floor practice L2, 122 Credits.**

3.2.2 Number of existing learnership: **2**

3.3 Learnership title: National Certificate: **Wholesale and Retail Helpdesk**

3.4 Review date of the learnership: _____

3.5 Minimum number of credits to be earned through the learnership: **120**

3.6 Related occupation (as per Organising Framework for Occupations – OFO):

Support Officer Front Desk

3.7 Occupation code (as per Organising Framework for Occupations – OFO):

542101

4. Learnership identification

4.1 How was the need for this learnership identified?

(tick the relevant box or boxes)

SETA sector skills plan

Skills plans from "adjacent" SETAs

SETA commissioned research

Workplace skills plans

Scarce skills list

Generally available research (specify): _____

Other (specify):

WR&SETA Conducted stakeholder consultation sessions in 5 provinces which are actively participating in Learnerships. The stakeholder's forum consists of various key role players within the sector which includes but not limited to the following: Wholesalers, Retailers, Franchisers, FET and HET Colleges, Private Training providers, and the SGB.

4.2 What needs will the learnership address?

The purpose of this Learnership is to address skills and competencies for enabling entry-level employment and positions. The qualifying learner will be able to access opportunities for further development and training in the specialized fields of customer care. It involves acquiring skills such as query taking, resolve customer queries and complaints, data capturing onto computer packages within a contact centre etc.

What is the specific purpose of the learnership?

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 customer care.

5 Learnership outline in case of unit standards based qualification

Occupation name	Support Officer front desk				Occupation number	542101		
Learnership title	National Certificate: Wholesale and Retail Helpdesk				Minimum credit value of this learnership	120		
Qualification title	National Certificate: Wholesale and Retail Operations				Qualification registration number	SAQA 0570/07		
Qualification expiry date	2023-06-30	NQF registration level	2		Credit value of qualification	120		
ETQA accredited for qualification	W&RSETA							
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 Customer care Helpdesk.</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.								
Resolve customer queries / complaints	114911	3	8	<ul style="list-style-type: none"> Demonstrate an understanding of customer queries/complaints. Resolve Customer queries/complaints. 	60	40	<ul style="list-style-type: none"> Demonstrate an understanding of customer queries/complaints. Resolve Customer queries/complaints 	80
Input data received onto appropriate computer packages within a Contact Centre	10349	2	12	<ul style="list-style-type: none"> Demonstrate and apply knowledge of computer packages within a Contact Centre Verify data onto company specific packages within a Contact Centre 	60	40	<ul style="list-style-type: none"> Demonstrate and apply knowledge of computer packages within a Contact Centre Verify data onto company specific packages within a Contact Centre 	120

Handle help desk queries	254594	2	12	<ul style="list-style-type: none"> • Answer and categorise in-coming queries. • Respond to queries. 	70	30	<ul style="list-style-type: none"> • Answer and categorise in-coming queries. • Respond to queries 	120	
Contribute to a diverse working environment in a Contact Centre	10354	2	8	<ul style="list-style-type: none"> • Communicate within a diverse environment - internal and external. • Interact within a diverse environment both within a Contact Centre and to external customers. 	70	30	<ul style="list-style-type: none"> • Communicate within a diverse environment - internal and external. • Interact within a diverse environment both within a Contact Centre and to external customers 	80	
TOTAL			40				TOTAL		400
GENERAL ELECTIVE UNIT STANDARDS.									
Apply in-bound Contact Centre Operations within a commercial environment	10358	2	8	<ul style="list-style-type: none"> • Retrieve calls from customers • Input subject information from customers in accordance with specific Contact Centre requirements 	70	30	<ul style="list-style-type: none"> • Retrieve calls from customers • Input subject information from customers in accordance with specific Contact Centre requirements 	80	
Behave in a professional manner in a business environment	14359	2	5	<ul style="list-style-type: none"> • Interpret body language in a business environment • Meet people in a business setting 	60	40	<ul style="list-style-type: none"> • Interpret body language in a business environment • Meet people in a business setting 	50	
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	
Provide information to customers in a Contact Centre	13885	2	12	<ul style="list-style-type: none"> • Identify customer needs in a Contact Centre • Provide information to customers 	60	40	<ul style="list-style-type: none"> • Identify customer needs in a Contact Centre • Provide information to customers 	120	
TOTAL			93				TOTAL		930
TOTAL			152				TOTAL		1520

6 Learnership outline in case of non- unit standards based qualification (NA)

Occupation name				Occupation number			
Learnership title				Credit value of this learnership			
Qualification title				Qualification registration number			
Qualification expiry date				NQF registration level		Credit value of qualification	
ETQA accredited for qualification							
Purpose of the learnership _____							
Entry level requirements for the learnership _____							
Exit level outcomes	Specific theoretical learning outcomes	Notional Learning Hours	Percentage of learning at:		Specified Practical Workplace Experience Activities	Notional Learning Hours	
			Training Provider	Work Place			
Year 1							
			TOTAL				
Year 2							
			TOTAL				
Year 3							
			TOTAL				

7. Declaration by SETA

We declare that this application is a true and accurate reflection of the learnership, the qualification associated with the learnership and the rationale for the learnership.

Signed on this 09 day of November 2022

at **Centurion Pretoria**

SETA Chief Executive Officer: _____
Name Signature

Chief Operations Officer: _____
Name Sipho Shoba _____
Signature 